

Feedback and difficult conversations with employees



Purpose of the training

Training recommended for managers and team leaders



Benefits of completing the training

After completing the course, the participant:

- can effectively communicate with employees
- is able to constructively conduct various types of interviews with employees
- can motivate employees through appropriate communication.



Expected Listener Preparation

Basic managerial skills.



Training Language

- Training: English
- Materials: English



Czas trwania

2 dni / 12 godzin

Training agenda

1. Summary conversation

- The key elements of the conversation summarizing the employee's work
- Constructive feedback – the FUKO model
- Coping with employee emotions
- The most frequent mistakes made by superiors in conducting this type of conversation

2. A conversation correcting the employee's behaviour

- key elements of a conversation that corrects employee behaviour
- Coping with employee emotions and conflict during a conversation
- To raise difficult and sensitive issues in a cultured and decisive way
- The most frequent mistakes made by superiors in conducting this type of conversation

3. A conversation containing positive feedback

- Feedback or praise – how to distinguish these two types of expression
- The key elements of a conversation containing positive feedback
- Feedback for an individual employee and for the team
- Motivating employees through positive feedback
- The most frequent mistakes made by superiors in conducting this type of conversation

4. Periodic evaluation talks

- The key elements of periodic evaluation conversation
- Feedback in a periodical interview and plans for the future
- Motivating employees for further work
- Talk about a raise and promotion
- The most frequent mistakes made by superiors in conducting this type of conversation

5. The most difficult of the most difficult” conversations

- Analysis of the most difficult conversations that participants have so far conducted, including for example:
 - – Dismissal of an employee
 - – Paying attention to an employee who has problems with personal hygiene
 - – Mediation during a conflict between employees

6. Summary and plan for the implementation of new knowledge

- Summary of key elements of the workshop
- Developing plans for implementing new knowledge and methods at the workplace