

Doing the Tough Stuff Well

Ask leaders what the toughest parts of their jobs are and likely you'll hear something such as "Giving bad news" or "Talking to someone about poor performance." The truth is that very few people enjoy holding difficult conversations and even fewer do it well. In this session, leaders learn how to use assertive and respectful communication to deliver messages that are tough for the sender to give and for the receiver to hear. Through practical examples and real-world practices, the leader gains confidence to tackle the "tough stuff" that faces the formal and informal leader.

Consider this program if...

- ◆ Difficult messages such as changes to roles, projects and responsibilities aren't handled promptly.
- ◆ Individuals with informal authority need to demonstrate assertiveness in managing upward in the organization.
- ◆ Challenging situations are avoided rather than addressed head on.
- ◆ Employees are passive-aggressive rather than giving honest, direct information.
- ◆ Relationships suffer and trust is eroded because messages are delayed.

Program Outcomes:

- ◆ Recognize the value of handling management issues as they occur, rather than waiting or avoiding them.
- ◆ Choose the most effective level of assertiveness based on circumstance and message to be delivered.
- ◆ Use a generic message format to hold a difficult conversation.
- ◆ Reduce the effect of difficult reactions that arise from mixed messages and lack of confidence in the communicator.

Doing the Tough Stuff Well skill card available!

Offered as a half-day (4 hour) program

Class Size 8 - 24