

Difficult Dialogue Skills

So often, interpersonal dynamics are driven by what isn't discussed. Each one of us has unstated 'rules' about what we are comfortable discussing with others, and this hinders open and honest communication. The most damaging aspect of these rules is that they hinder the giving of accurate and effective performance feedback. Effective communication skills can be learned and perfected with the aim of developing a more constructive and open communication style.

In this session, we will focus on the importance of having difficult dialogues to effectively impact employee performance, as opposed to simply giving praise and criticism.

We aim to encourage open, honest and effective conversations between employees to enhance performance, relationships and employee / employer satisfaction.

When setting guidelines for handling difficult conversations, we concentrate on three methods:

1. Content: what you say
2. Manner: how you say it
3. Timing: when you say it

To ensure that information is given, received and managed so that both parties achieve their desired goals, our session will focus on developing the following communicative skills:

- Expressive skills – to convey the information you possess to others.
- Listening skills – to obtain the information that others have
- Process management skills – to decide which information to give or get and manage reactions
- Non-verbal expression: to decipher the information given through non-verbal communication

Number of delegates: Minimum 10, maximum 40