

# Managing difficult conversations at work



## Winter workshops 2012

**Most of us dislike confrontation: avoid it, maybe, which can often lead to even more difficulty, misunderstandings and possible conflict.**

In the current climate of recession and continued economic uncertainty, we may find ourselves working with reduced budgets, constant organisational change and ongoing performance issues, as people try to make sense of all this.

As a supervisor, team leader, manager or director, you may find yourself faced with having to conduct a number of difficult conversations either with your entire team, or with individuals within it.

This practical, participative workshop will allow you to discuss those issues in a confidential and safe environment, where you will have opportunity to try out different approaches and techniques with your colleagues to get the best outcome.

### OBJECTIVES

- To give constructive feedback without causing offence
- To develop a structure for running effective conversations
- To deal with emotional reactions during those conversations
- To choose a conflict resolution style that is more likely to achieve a successful outcome
- To manage yourself in a calm, professional and 'adult' way.

### WORKSHOP OUTLINE

- Why do we find some conversations or situations difficult?
- Real-life challenging scenarios that you face at work
- A constructive feedback technique
- Managing my 'self-talk' using the thoughts, emotions, actions (TEA) model
- Exploring assumptions – about me/about the other party
- Thomas-Kilmann conflict-handling modes
- The assertive boss – saying 'no' and choosing the right language
- Emotional hijacking – when the other person plays the emotional card (tears, anger)
- Action planning.

### WHO SHOULD ATTEND?

Directors, managers, team leaders, supervisors and everyone who feels uncomfortable dealing with and managing difficult conversations or putting across tough messages.

Tuesday 24 January 2012 | London  
Tuesday 31 January 2012 | Manchester

# Managing difficult conversations at work



## Winter workshops 2012

### How to book

**Online:** For our online booking form, go to: [www.hqnetwork.co.uk/forthcoming\\_events.php](http://www.hqnetwork.co.uk/forthcoming_events.php)

**By post:** Complete this form and send it to: HQN Limited, Rockingham House, St Maurice's Road, York YO31 7JA

**By fax:** Fax us on 0845 4747 006 (a fax transmission will secure a firm booking if places are available)

**Please do not send any payment!** We will confirm your booking and send an invoice to you.

We are considering introducing credit card payments for delegate places – would you be likely to use this option? Yes  No

**Who are we?** HQN Limited is a housing consultancy and training company providing high-quality advice and support to councils, ALMOs, housing associations and other housing providers. Our subscription service, the Housing Quality Network, has around 650 members, who are kept up to date on policy and best practice via briefings, workshops and our electronic information bank. We also run specialist networks for practitioners on a range of housing issues and provide interim and project management services. To find out more, visit our website at [www.hqnetwork.co.uk](http://www.hqnetwork.co.uk), or call us on 0845 4747 004.

**Delegate fees** The cost of this event is £250.00 for one delegate (plus VAT at the applicable rate).  
Discounts are available on multiple bookings – £225.00 per delegate (two bookings) (plus VAT at the applicable rate).  
£200.00 per delegate (three or more bookings) (plus VAT at the applicable rate).

The fee includes refreshments, lunch\* and an information pack.

Please state which venue(s) you wish to book for (tick boxes required)

London  24 January  Manchester  31 January

		Fee payable (incl. VAT)
Delegate name	Position	£        :
Email address		
Delegate name	Position	£        :
Email address		
Delegate name	Position	£        :
Email address		
To enrol additional delegates, please photocopy this form.		<b>TOTAL</b> £        :

Name of person making booking	Order no.
Organisation	
Job title	
Email address	Tel no.
Invoicing address	
Postcode	

**Bookings:** Bookings are subject to HQN Limited's conditions dated 23 February 2005, a copy of which can be obtained from our offices, free of charge.

**Cancellations and substitutions:** A full refund will be given if a cancellation is made 28 calendar days or more prior to the event, and a 50% refund if a cancellation is made 15-27 calendar days prior to the event. We regret that no refund can be given if a cancellation is made 14 calendar days or less before the event. Cancellations must be made in writing, and will be acknowledged by HQN Limited. There is no refund for non-attendance, but delegates may be substituted at any time.

**Guarantee:** As with all our events, our guarantee is that if a delegate attends this event and for any reason does not find it worthwhile, we will refund their delegate fee in full. To take advantage of this guarantee, the delegate fee must be paid in full prior to the date of the event.

\* Please let us know if a delegate has any particular needs, including dietary, and we will do everything possible to meet their requirements.

Booking Form