“Handling Difficult Conversations: Keys to Stopping Bad Behavior”
By Larry Johnson

Description
Keys to Dealing with "Attitude Problems" and "Rule Breakers"
• Keys to delivering hard-hitting messages
• Take control of your toughest behavior problems
• Head off negative emotions - before they spread

Specific Examples of What to Say - and When to Say it
• Criticize without trampling egos: The do's and don'ts
• Eliminate the fear of confronting difficult employees
• Turn difficult employees into valuable team members

Handle the Most Difficult Conversations with Employees
• Tips to managing conflict - instead of having it manage you
• How to build trust and create the most positive outcome
• Keys to becoming solution focused - not problem focused

Objectives
• Apply tools and techniques to successfully address difficult conversations
• Leverage difficult conversations to address poor performance
• Reduce fear and anxiety for participants on both sides of the conversation
• Improve the possible outcomes of difficult conversations

Competencies
Communication
Organizational Performance
Performance Management
Responsibility Management

PA Values
People
Information
Continuous improvement
Accountability
Transparency with Security
Safety

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