

“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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