



NEW FOR
2015

TIME TO TALK

Dealing with difficult conversations

1 day interactive workshop

HMí
Health Management Institute of Ireland

COURSE OVERVIEW

Introduction

When asked, “What’s the most stressful part of your job?” many managers will say that it is the difficult conversations they are required to have with their staff. These conversations are becoming more commonplace as managers deal with performance issues, seek to implement change or try to handle conflict at work.

Learning outcomes

At the end of the workshop participants will be able to:

- Assess their own communication style
- Increase their personal resilience
- Identify own strengths and areas for further development
- Understand how to deal with poor performance/work behaviours
- Implement change
- Handle conflict at work
- Recognise the value of good communication skills
- Handle a range of difficult conversations

Target audience

‘Time to Talk’ is aimed at managers who are responsible for managing people and all the issues that may bring. This can include team leaders, supervisors and line managers who want to develop their management skills further to enable them to get the best out of their people in relation to performance and reduce the potential negative impact of conflict situations.



COURSE CONTENT

Role of the manager/leader

- Managing v leadership
- Leadership characteristics
- Your management style
- The manager as a coach
- Motivation

Employee performance

- Performance management
- Giving feedback
- Recognising progress
- Managing poor performance
- Rewarding performance
- Setting goals and targets
- Performance improvement & development planning

Difficult conversations

- Communication skills
- Barriers to communication
- Listening
- Setting the tone
- Gathering evidence
- Considering explanations
- Planning the way forward

Building personal resilience

- Assertiveness
- Coping strategies
- Managing conflict

Methodology

This interactive workshop will use a range of adult education methodologies including case studies, group activities, role plays and facilitated discussions. Participants will learn by doing. We offer a safe learning environment for practical application of skills and techniques.

Course options

- In-house course
- Open course (contact the HMI to find out more)

Delivery

- 1 day interactive workshop

Certificate

- Award: HMI Certificate of Completion
- CPD: 6.5 CPD points

Benefits

- **For managers** - working and learning with their peers, gaining the knowledge and skills required to become more confident, competent managers who are able to successfully deal with difficult conversations.
- **For organisations** - developing highly trained, effective managers who are better equipped to manage performance standards, manage change, motivate and manage their teams and deal with good performance and underperformance.

About the provider

SHRC Limited design and deliver training courses and programmes for organisations across the public and private sectors. Since 2003, SHRC Limited has collaborated with the Health Management Institute of Ireland (HMI) on the development and delivery of training courses and programmes within the health sector. If you have any queries, please contact SHRC Limited at 01 2974070 or email info@shrc.ie.



To find out more about

Time to Talk

please do one of the following:



Visit our website www.hmi.ie



Email us at info@hmi.ie



Call us at 01 2974070



facebook.com/hmiireland



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Terms & Conditions

Fee is payable in advance. Refunds are not available where cancellations are received less than 5 working days before the course commences. Participants who have booked and paid and are unable to undertake a particular course can change to an alternative date. Participants will be charged in full where there is non-attendance on any programme. SHRC Limited reserves the right to reschedule courses. Special offers cannot be combined.

PARTICIPANT FEEDBACK

As a provider of high quality training experiences, the HMI are eager to know how our participants feel about our courses. We are committed to continuously improving and ensuring the delivery of quality management training to managers/supervisors/team leaders working in a health service environment.

The following statistics were composed from the feedback from participants who attended our management development courses.

LEARNING OBJECTIVES



93% of our participants rated the achievement of the learning objectives as very good or excellent.

*"Very practical and interactive
...good opportunity to update knowledge and skills"*

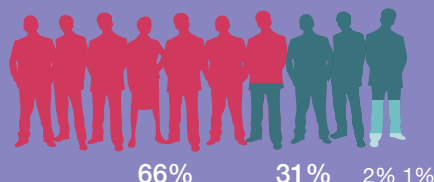
QUALITY OF TRAINING METHODS



93% of our participants rated the mix of training methods as very good or excellent.

*"Speaker was excellent and easy on the ear.
Very helpful on Q&A"*

STANDARD OF TRAINER



97% of our participants rated the standard of the trainer as very good or excellent.

Legend: ■ excellent ■ very good ■ good ■ average ■ poor

Why choose us for your training and education?

- We understand the complexity of healthcare.
- We recognise the challenges that healthcare managers experience.
- We meet these challenges with training, education & ongoing network opportunities.
- We guarantee experienced facilitators.
- We provide best-in-class service.

HMI
Health Management Institute of Ireland

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Call us at 01 2974070



Email us at info@hmi.ie



Visit our website www.hmi.ie

HMI, Unit 7, 78 Furze Road, Sandyford, Dublin, D18 YW2