



## Continuing Professional Development Certificate

### **Managing Difficult Conversations** Delivered by Peter Freeth, Genius

In any business, things sometimes do not go according to plan. People make mistakes, the working environment changes, people change and of course managers have to give feedback to help keep everything running smoothly.

Sometimes, those feedback conversations are easy, usually when there's good news to be shared. Potentially more important are the conversations where results or behaviour need to be set back on the right track, and managers often avoid these conversations because they are 'difficult'. You already know that delaying the feedback does not change it, and often makes the situation even worse. On the other hand, when can you find the right time, when the right time never comes?

#### **Learning Objectives:**

- Discover what can make workplace conversations 'difficult'
- Understand the difference between subjective and objective feedback
- Learn to structure and deliver constructive feedback that preserves the working relationship

**Total spent: 35 minutes**

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**Matthew Hall**  
Strategy and Operations Manager  
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