

Communicating Difficult Messages



OVERALL OBJECTIVE

The **Communicating Difficult Messages Workshop** aims to equip participants with the skills and knowledge required to prepare for, position, communicate, and follow up the giving of a difficult message so that all parties involved grow from the experience and strong reactions are constructively handled. Learn how to give constructive feedback.

OUTCOMES

You will learn how to:

- Keep the review process going throughout the year from when objectives are set
- Make effective use of the performance review tools available in the organization
- Use core communication skills when offering and receiving feedback, and correcting or enhancing performance
- Generate and deliver a performance review and/or evaluation
- Handle strong employee and manager reactions
- Give and receive constructive criticism
- Communicate difficult messages

CONTENT

Positioning the Communication

- Difficult Messages We Face
- The Performance Management Process
- Rules Specific to Review Discussions
- Behaviors that Build a Trust Relationship

Preparing for Delivering the Difficult Message

- Focus of Review Discussions
- Thoughts on Review Discussions
- Style Review Discussion Worksheet
- Dealing with Performance Problems
- Dealing with the Games People Play
- Self-fulfilling Prophecy and Positive Reframing

Communicating the Difficult Message

- Giving and Receiving Feedback
 - Some Rules of Feedback
 - Understanding Feedback
 - Constructing a Difficult Feedback Message
 - Constructing a Positive Reinforcing Message
 - Listening to Criticism
 - The Cost of Avoidance or Poor Communication
 - Feedback to the Person Communicating the Difficult Message
- The Review Discussion Process