STARBUCK™ & Associates

STARBUCK ACADEMY · GROW · PROGRAMME BROCHURE

Manager Skills: Difficult Conversations

Prepare, open and follow up the conversations you avoid

A short, practical course for managers who want to handle difficult conversations clearly, kindly and fairly. Five video lessons take you from choosing the conversation you have been putting off to agreeing next steps and following up.

- 5 video lessons of about 3 minutes
- 5 practical tools in a course workbook
- Certificate of completion
- 12 months' access
- **CPD accreditation in progress**

£49

per person, one-off payment, VAT included.

academy.starbuckassociates.com

/courses/manager-skills-difficult-conversations/

ABOUT THE PROGRAMME

Why difficult conversations makes a difference

Most managers have at least one conversation they have been putting off. Waiting rarely helps: the person cannot fix what they do not know about, the team notices, and the conversation gets harder. Handled well, a difficult conversation is an act of respect that gives someone the chance to improve. This course gives you a simple, repeatable approach and the tools to use it.

Who it is for

Managers and team leaders at any level, from first-time managers to experienced leaders who know they tend to put hard conversations off. No prior training is needed.

What you will be able to do

By the end of the programme you will be able to:

01	Recognise why you avoid difficult conversations and what that costs
02	Prepare using facts, impact, the outcome you need and the other person's likely view
03	Open a difficult conversation clearly and kindly in the first minute
04	Stay calm and curious when emotions rise, including defensiveness, tears or anger
05	Agree clear next steps, keep a fair record and follow up
06	Recognise when an issue should follow your organisation's policies and involve HR

THE PROGRAMME

Five lessons

Each lesson is a short video of about 3 minutes, with lesson notes, a practical tool and a workplace task so you can use it straight away. A five-question knowledge check closes every lesson.

01 **Why we avoid difficult conversations**
Why we put hard conversations off, what avoidance really costs, and how to choose which one to have first.

02 **Preparing for the conversation**
Separating facts from stories, naming the impact, knowing what you need and seeing it from their side.

03 **Opening the conversation**
A clear, kind first minute using situation, behaviour and impact, then inviting the other person's view.

04 **Staying calm when it gets heated**
Staying calm and curious, using listening and silence, and handling defensiveness, tears or anger.

05 **Agreeing next steps and following up**
Agreeing actions and support, keeping a fair record, following up, and knowing when to involve HR.

WHAT YOU GET

What is included

- Five short video lessons you can watch on any device
- Lesson notes, workbook pages and a practical tool for every lesson
- The full Manager Skills: Difficult Conversations workbook to download once you have enrolled
- A five-question knowledge check at the end of each lesson
- A Starbuck & Associates certificate of completion showing 2.5 estimated learning hours
- 12 months' access, so you can work at your own pace

How your learning time adds up

Your 2.5 estimated learning hours are made up across five lessons of about 30 minutes each:

- Watching the five short lesson videos: about 15 minutes (about 3 minutes each)
- Reading the lesson notes and workbook pages: about 40 minutes (8 minutes each)
- Working through the practical tool for each lesson: about 40 minutes (8 minutes each)
- Planning each workplace task: about 30 minutes (6 minutes each)
- Completing the five-question knowledge check after each lesson: about 25 minutes (5 minutes each)

Total: 2.5 estimated learning hours. Carrying out each workplace task at work is in addition to this. The pass mark for each knowledge check is 80% and you can retake it as many times as you need.

Who designed it

Designed by ICF credentialed coaches at Starbuck & Associates, led by Paul Starbuck, our Founder and CEO and an ICF Master Certified Coach (MCC). Every lesson draws on our coaching and leadership development work with organisations in the UK, Europe and internationally.

For teams and organisations

Buying for a group of managers? We can set this programme up for your whole team, on its own or as part of a wider academy for your organisation. Email academy@starbuckassociates.com and we will put a proposal together.

ENROL TODAY

£49 per person, one-off inc. VAT

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