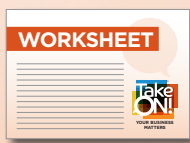


AT A GLANCE:



M COURAGEOUS CONVERSATIONS



WHAT'S THIS THEME ABOUT?

Speaking up when the time is right, to the right person in the right manner takes courage. It's being able to tell someone that they're underperforming, or telling your boss they're on the wrong track. It's speaking up to help someone, not to undermine them.

WHY IS THIS IMPORTANT?

“Courage is resistance to fear, mastery of fear, not absence of fear” - Mark Twain

Many managers would prefer not to discuss poor performance or deal with unacceptable behaviour, especially when friendships are involved. But turning a blind eye won't fix the issue and it won't help the other person or the organisation in the long run.

This Management Matters theme tackles our fears and helps managers find ways to say what needs to be said in a constructive and supportive way.

IDEAL OUTCOMES

‘Courageous Conversations’ is about managers understanding why:

- Preparation is essential before delivering negative information
- They must choose the right time to speak up
- They should stay objective during the discussion
- Encouraging people to find a solution to the issue is important

‘Courageous Conversations’ is about your management team having the skills to:

- Give better, more objective and constructive feedback
- Let the team know where they stand
- Keep the team informed
- Remove roadblocks to better performance

CONVERSATION SHAPER

