

CONTINUING EDUCATION

COURSE OUTLINE – Handling Difficult Conversations in the Workplace

INSTRUCTOR: N/A

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PREREQUISITE(S): None

REQUIRED TEXT/RESOURCE MATERIALS:

Course materials are included.

CALENDAR DESCRIPTION:

If you're a manager or supervisor, you have probably been faced with a difficult conversation with a direct report. Not only do these conversations require sensitivity, delicacy, and in all likelihood, confidentiality, but how the conversation is handled can greatly impact the outcome. This course seeks to prepare you to better handle awkward and difficult discussions with employees. Many difficult conversations can impact employee productivity, but as the manager or supervisor, you can learn to coach and counsel employees to create a calmer work environment and increase staff retention and productivity in the process.

CONTACT HOURS: 3 hours

CEUs: 0.3

DELIVERY MODE: Online self-paced

TRANSFERABILITY: N/A

GRADING CRITERIA:

Upon successful completion of the course, you will receive a Certificate of Completion.

EVALUATIONS: Learners must achieve a test score of at least 70% to meet the minimum successful completion requirement and qualify to receive IACET CEUs.

STUDENT RESPONSIBILITIES: Completion of any practice lessons, quizzes, assignments, or tests.

COURSE SCHEDULE/TENTATIVE TIMELINE:

Dates vary (refer to website for current availability).

LEARNING OUTCOMES:

Upon successful completion of this course, learners will be able to:

- Describe a six-step model for handling difficult conversations with employees
- Address the 10 common difficult discussions:
 - Inappropriate Behavior in the Workplace
 - Feedback on Poor Performance
 - Conflict with Other Employee/Coworker Complaints
 - Workspace Cleanliness
 - Customer Complaint (About Employee)
 - Public Insubordination
 - Violation of Company Policy
 - Dress Code Issues
 - Suspension
 - Termination
- Apply practical tips for handling conversations about difficult behaviors
- Outline best practices for handling difficult conversations
- Apply best practices to workplace scenarios involving difficult conversations