



Management Conversations

Learning summary

During this learning, leaders will consider the importance of colleague engagement and motivation and ways to improve it, including the value of mutual trust and providing colleagues with more autonomy and empowerment. The need for providing positive feedback, praise and recognition is demonstrated and will explore how to increase the development opportunities on offer within teams. This course will also help you look at why some conversations may currently feel difficult and how reframing our language and mindset, and applying structure to the conversation can help. You will have chance to practice using models that will help you plan these types of conversations in future.

Learning aims

This learning aims to provide leaders with tools and techniques to support them in engaging their teams and having conversations which may feel difficult.

Learning objectives

Learners will be able to:

- Describe how to increase engagement within a team
- Identify when and why some management conversations feel difficult
- Describe how language, mindset and intentions can impact the outcome of a conversation
- Execute a management conversation by utilising a conversational model



Applicable audiences	This learning is suitable for learners with line management responsibility				
Pre-requisites	There are no pre-requisites required for this learning				
Delivery method	This learning is delivered by a virtual classroom				
Duration	This learning will take 3 hours to complete				
Materials and resources required	Learners should have access to a computer with an internet connection and Microsoft Teams				
Refresher	This learning should be completed as required				
Minimum learners required	4	Maximum learners required	12	CPD points	N/A