



**JULIA BURNS CONSULTING**  
building productive and harmonious workplaces



**QUALITY MANAGEMENT SOLUTIONS**  
building productive and harmonious workplaces

## Seminar: Courageous conversations

### Tackling performance and behavioural issues before it's too late

Courageous and productive conversations can save you time, money and a lot of grief!

All managers and leaders will – at some stage in their career – have to hold a genuinely difficult workplace conversation, for example when:

- an employee's performance is not meeting your requirements
- someone's behaviour is having a negative impact on the workplace
- absenteeism or attendance patterns are causing you concern

There are two important things to note:

1. Getting these conversations wrong can have serious ramifications; and
2. Not having the conversations at all can be worse!

The consequences of getting these conversations wrong can include a worsening of employee behaviour or performance and increased conflict. In worst case scenarios you could find your handling of the matter come under external scrutiny. Conversely, doing nothing can lead to significant losses of time and productivity and decreased morale. However, when tough conversations are held effectively, it can avoid things going too far off the tracks to begin with. After all – prevention is better than cure.

A carefully thought out and consistent approach is essential – particularly bearing in mind the principles of procedural fairness and of effective feedback delivery.

Yet, there is surprisingly little authoritative guidance and assistance for managers in how to have such conversations effectively.

Now, using their vast experience in strategic HR issues, Julia Burns Consulting and Quality Management Solutions offer a seminar which provides our **Top Ten Tips for Courageous Conversations**.