

Difficult conversations in the workplace - manager course

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Course overview





Many workplace issues can be resolved quickly and informally if you discuss them with your employees.

This course will help you gain the skills and confidence you need to discuss workplace issues when they arise.

It includes:

- information about how to handle a difficult conversation
- tips to help you prepare, manage your emotions and reach a positive outcome
- interactive scenarios to help you practice your conversation skills
- downloadable resources and links to further information.

Resources to download:

- A manager's guide to difficult conversations in the workplace ( 52KB (www.fairwork.gov.au/ArticleDocuments/712/managers-guide-to-difficult-conversations-in-the-workplace.docx.aspx)) ( 275KB (www.fairwork.gov.au/ArticleDocuments/712/managers-guide-to-difficult-conversations-in-the-workplace.pdf.aspx))
- An employer's guide to resolving workplace issues ( 489KB (www.fairwork.gov.au/ArticleDocuments/712/an-employers-guide-to-resolving-workplace-issues.docx.aspx)) ( 165 KB (www.fairwork.gov.au/ArticleDocuments/712/an-employers-guide-to-resolving-workplace-issues.pdf.aspx))

Start the course now

Before you start, we recommend logging in or registering as you can:

- download a completion certificate at the end of the course
- save your progress, pause and resume the course later
- get emails about new courses you might be interested in.

[Start the course as a guest \(www.fairwork.gov.au/fwo/webservices/anonymouslogin.ashx?d1=fwog&lpwid=1\)](http://www.fairwork.gov.au/fwo/webservices/anonymouslogin.ashx?d1=fwog&lpwid=1)

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Fair Work Infoline: 13 13 94

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Hearing & speech assistance

Call through the National Relay Service (NRS):

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