



Handling Challenging Conversations

One of four half-day workshops in our *Managing Your Friends* series
Designed for managers new to management.
£90+VAT

What is it?

Handling challenging conversations takes perseverance, resilience and inner reserves. It isn't easy. Yesterday you were working alongside the same people that today you are managing. The strength to orchestrate a good shift comes in two parts:

- First, the strength to handle the inevitable issues and challenges that are going to come your way. The challenges involved in managing a transient workforce made up of many different personalities.
- And second- have you got the strength of conviction to come up with a plan and deliver on it.

How it works

Watershed has always been focused on new managers in hospitality. We think the move from waiter to shift leader is one of the steepest learning curves in the industry.

We've researched and curated four sessions across the four key traits we believe make up the best shift leaders: *Owning Your Leadership Style*, *Finding Your Voice*, *The Culture I Create* and this workshop *Handling Challenging Conversations*.

These sessions have been designed to stand alone and can be booked as and when you think they suit the new managers in your business and their personal development areas. One doesn't have to follow the other and there is no recommended order in which someone might take them all. It's a new style for us with more of a "carousel" approach rather than a linear programme, which we feel is more appropriate for this level of management.

Learning outcomes

On completion of the workshop participants will have encountered a range of tools and structures which are known to lift performance:

- Feedback & criticism - understanding the detail of the difference.
- Introduction to "Live" on shift, feedback techniques - how to keep standards and manage performance without it feeling personal.
- The meta mirror - a simple process for seeing issues from four perspectives
- Asking for what you want and saying no – what makes this difficult for some of us – and an introduction to a recommended framework.
- 'Fierce conversations' – another useful protocol

About Watershed

We run management development programmes and special events for bar and restaurant companies. Together we develop their people to achieve exceptional rates of promotion from within. From our central London location, we run programmes of development for supervisors, general managers multisite managers and head chefs. Our style is not just an expert opinion delivered by a trainer but a truly collaborative approach to the day that encourages sharing of best practice, buy-in and practical application. For experienced managers we add structure and meaning to what is already an intuitive understanding. Our approach is proven to have a lasting impact on participants, their teams and their organisations.