

PER-864 TURNAROUND INTERVIEW® - Turn off your people problems, not your people

Duration: 2 days

Trainer: BERNARD SANCHEZ, RCC™

TRAINING DESCRIPTION

Turnaround Interview® is a carefully structured method for getting employees to change bothersome workplace behavior without ordering, threatening, or disciplining them. This training teaches a 4-steps methodology to manage difficult conversations, while maintaining the relationship and stimulating the motivation.

LEARNING OBJECTIVES

- To use a methodology based on commitment to manage employees' minor behaviour changes.
- To understand why the disciplinary process does not allow behaviour changes that continue over time.
- To identify and manage employees' defensiveness tactics.
- To apply the TI® methodology.

METHODOLOGY

Presentations and exchanges (35%), plenary and subgroups integration exercises (35%), practice of the methodology on concrete participants' cases (30%).

CONTENT

- The disciplinary approach and its limits
- The disciplinary measures
- The change levers behind the progressive discipline
- The broken window theory
- The human behaviour
- What motivates our behaviours?
- Why it is so difficult to change?
- TI®: A management/coaching meeting, never disciplinary
- The change levers behind the TI® approach
- Preparing and setting the stage for a TI® conversation
- The 4 steps of Turnaround Interview®: an engagement process
- The 4 tactics of employees' defensiveness



Syllabus

- How to react to employees' tactics of defensiveness and stay focused on the meeting objective
- The closing: Instill pride and commitment

TARGET AUDIENCE

- Managers and supervisors, in unionized environments or not.
- Any person who acts in a coaching role with team managers and supervisors.