








Talking to Staff!

Managers often put off meeting with staff because they fear confrontation or the release of emotions. This is nearly always a mistake!

-  **1 hour + debrief**
-  **3-24** (up to 4 teams of 3-6 per team)
-  **For staff at any level**
-  **Includes (optional) online program**
-  **450** ex VAT



Learning objectives

- to be vigilant and quick to identify staff issues
- to intervene immediately
- to plan a strategy for meeting with a member of staff
- to have knowledge of 'critical incidents'
- to be professional and objective - with emotions under control
- to ask the right questions and foster a two-way process
- to monitor and review progress/change

About the activity

First teams study the profile of an employee or colleague (six are supplied for variety) and an 'issue' that is impacting their work and affecting others. Each team has to identify the exact nature of the issue. The profile also gives views from other managers about how they would deal with the situation. These views differ widely and give teams the basis for a lively discussion on the best way forward.

Teams work on preparing for a meeting with the 'employee', to address the issue and work towards a prompt resolution. A Meeting Planner helps structure their preparation. It asks about: the main issue(s), the tone they will adopt at the meeting, the questions they will ask, how they will in general terms conduct the meeting, how they feel/hope it will go, their proposal for the way forward.

Next teams work through a set of 30 Statements, considering the type of language to use and scoring each statement as to how appropriate they think they are.

A debrief follows, where teams explain the rationale for their plans and consider the statement scores. Here the learning points emerge. The Trainer's Notes includes a brief commentary on the statements and a Sample Meeting. To conclude participants receive a Key Points Handout. It is worth going through each point and relating it back to the teams' plans.

Pack contents

- Trainer's Notes
- Optional program (internet access required)
- Six Staff Profiles
- Meeting Planner
- The 30 Statements
- Response Form
- Sample Meeting
- Key Points Handout

This activity is supplied digitally (both as a set of PDF files and as an optional online program teams can work through together), For use in face-to-face and virtual classrooms.

Five-year licence

This Northgate training activity comes with a five-year licence for repeat use with up to 24 participants. A licence is required for each site (or remote hub). To use with larger groups or for multiple site licences please contact us for a quote.

Ideally suited to

Training on how best to handle staff issues which are creating problems in the workplace.



Talking to Staff!

Customer reviews

“ I used Talking to Staff! recently and it worked well. We used it as an assessment activity as we wanted to see the quality of the interaction between the groups. Our focus was to use the material as a basis for discussion and influencing and it did the job. We plan to run the entire activity again when the successful people attend their people masterclass later this year. At this time we will debrief it with them to draw out more learning on how to handle conversations of this nature. *I look forward to using it again!*

Niki Fincham, Group Learning & Development Manager, RBH Hospitality Management

“ Northgate activities have been an integral part of some of our *most memorable* workshops for the past 20 years!

Andy Shaw, Managing Director, Rubicon



Trainer's role (full guidance supplied in Trainer's Notes)

- Briefly introduce the activity and what will happen. Arrange the group in teams (eg at separate tables or in virtual break-out rooms).
- If using the online program, send delegate access codes to Team Leaders and allow teams to work through the program (giving guidance on timing at the start). Then bring teams together for the Debrief.
- If running in a face-to-face setting (or if you prefer to use the PDF files in a virtual setting) issue a Profile Card to each team. After 10 minutes, issue a copy of the Meeting Planner. Then show the 30 Statements and issue the Response Forms and ask teams to rate them (0, 1 or 2) for tone and suitability when talking to staff.
- When time is up, run the Debrief in plenary. Ask each team in turn how they saw the situation and how they planned to conduct the meeting. How did they feel the meeting would go and what outcome were they aiming for? Go through each statement in turn and discuss team responses.
- Summarise key learning points that emerge for the Debrief. Issue the Key Points Handout. Optional extra: discuss the Sample Meeting which gives a good example of how to conduct a staff meeting.

Northgate says...

This activity gets a good discussion going and results in a template for handling and managing staff more effectively in the future. Having a clear plan to follow is a great support for managers. It helps mitigate any fears they have about confrontations.

Ordering is easy!

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Our guarantee

If you are not 100% happy we offer a 30-day no-quibble returns service on unused goods.



Northgate customers

