



**Western Cape 21 May 2009**

## **“Dealing with difficult conversations”**

*Dr Org Linde*

### **ABOUT THE TOPIC**

Mid year is that time of the **performance development cycle** where Managers need to conduct a **formal performance review**. The purpose of this formal review session is to have an honest and positive discussion with employees about their performance.

Addressing team dynamics or giving constructive feedback to defensive team members is some of the many difficult conversations that face Managers in the workplace. It's often easier to avoid issues and when you one does build up the courage, it doesn't always go the way you'd like.

Dr Org Linde from Linde Learning has compiled a two-day work session on Managing Difficult Conversations. He will be offering an abbreviated workshop on dealing with these conversations. The focus will be on conducting difficult conversations in general but also within the performance review context and the following discussions will be dealt with: **contracting, giving positive feedback, giving negative feedback, personal development and talent and career development.**

This workshop will cover the following:

- An overview of the complete two-day program
- The reasons why we often find it difficult to conduct these conversations
- Some recommendations and DVD demonstrations of what and what not to do
- Application of the principles in performance management

Who will benefit from this workshop:

- HR Managers
- HR Consultants
- Line Managers (in particular)



### **ABOUT THE SPEAKER**

#### ***Dr Org Linde***

- Georg Linde started his academic career as lecturer in Psychology at the University of the Free State in 1968. He became Senior lecturer in 1975.
- Since October 1998, Dr Linde is directing his own enterprise: Linde Learning. This enterprise specialises in Management Development and Mentorship training, incorporating Affirmative Action and Employment Equity issues in the work place.
- Dr Linde has special interests in leadership development, interpersonal skills, potential assessment and individual executive coaching. He conducts strategic planning work sessions for various enterprises and has a broad knowledge of HR practices. He has a special passion for the development of Emotional Intelligence.
- Org Linde is a registered Clinical Psychologist with the SA Council for the Health Professions and runs a clinical practice focussing on stress and effective self-management, as well as individual management coaching.

### **WORKSHOP DETAILS**

#### **Date**

Thursday, 21 May 2009

#### **Time**

17:00 Registration with coffee / tea

17:30 Presentation

19:00: Networking and snacks

#### **Venue**

SAP South Africa, The Malbec Room, 4 Waterford Place, Century City

#### **Cost**

R75 (members)    R100 (non-members)

***Closing date for registration: Friday, 08 May 2009***