



This College Africa Group course will enhance the user's skills on the subject and teaches fundamentals as well as strategies in an easy to follow, easy to understand format and includes practical exercises which will assist in developing your skills in the workplace.

COURSE OUTLINE - Having Tough Talks

Course Specifications

Course Number: ELK88-934 | **Course Length:** 0.5 day(s)

Course Description

Course Objective: You will use Lead Star's leadership communication skills to resolve challenging and sensitive performance and conduct problems.

Target Student: The target audience for this course is anyone who needs to use their leadership skills to influence the outcome of particularly challenging performance and behavior issues.

Prerequisites: There are no prerequisite skills needed for this course. Students only need the desire to become more effective at using leadership skills to influence the outcomes of especially challenging performance and behavior problems.

Course Objectives

Upon successful completion of this course, students will be able to:

- Influence high-stakes outcomes.

Hardware Requirements

If you wish to use the overheads provided on the CD-ROM, you will need to set up a computer for yourself. If time allows and you wish to use the business simulations provided on the CD-ROM in the classroom, you will need to set up a computer for each student participating in the class.

- A Pentium® III with 500 MHz (or better), or Macintosh® Intel-based or PowerPC G4 (or better) processor.
- At least 512 MB of RAM.
- A monitor capable of 1024 x 768 screen resolution and 32-bit color display.

Software Requirements

Each computer requires the following software:

- Microsoft® Windows Vista®, Windows® XP (Professional or Home Edition), Windows 2000, or Apple® Mac OS® X 10.4 (or higher).
- Microsoft® Internet Explorer® 7 (or higher), Mozilla® Firefox® 2 (or higher), or Apple® Safari® 2 (or higher), with pop-up blocking turned off.
- Adobe® Flash® Player 8 (current version recommended).

Course Content

Lesson 1: Influencing High-Stakes Outcomes

Topic 1A: Communicate Like a Leader

Topic 1B: Provide and Receive Constructive Criticism

Topic 1C: Manage Conflict and Confrontation

Topic 1D: Develop Influence with Difficult People

Topic 1E: Deliver Praise, Gratitude, and Appreciation

ABOUT US

Established as EasyExcel, the company has been re-branded as College Africa Group. College Africa Group has been in operation since 2003 and has trained many corporate and professionals throughout Southern Africa. (For more info click here.) (<http://www.collegeafricagroup.com>)

ACCREDITATION

College Africa Group is MICT SETA accredited and a Microsoft Partner. College Africa Group has more than 30 years' experience in Financial, Sales, Operations, Marketing and Administration Directorship and understands the problems and deadlines you face.

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Excel Advanced 2013 [Ebook](#), workbooks, and solutions.
Excel comprehensive online courses, email for more details.



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