



Better Workplace Conversations

World-leading course on how to speak authentically while strengthening relationships

LICENSE INFORMATION PACK FOR
IN-HOUSE ORGANIZATIONAL TRAINERS



Executive overview

The quality of your employees' conversations is crucial to your organization's success.

Better Workplace Conversations is a two-hour workshop that will increase the trust, collaboration, and resilience of your teams. Employees will learn practical, science-based tools for having conversations about difficult situations such as sensitive topics, critical feedback, and interpersonal differences. They will be able to transform challenging situations into opportunities to strengthen relationships. This workshop will help you build a culture of resilience, thriving relationships, and high performance. They will also be taught how to use freely available AI tools, such as GPTChat, to provide continued support for these skills.

A world-leading course on speaking authentically while preserving relationships, **Better Workplace Conversations** is brought to you by global experts in workplace conversations training. It's used by leading organizations around the world to equip employees and managers with the skills and tools for effective collaboration and resilient response to change and challenge.

Better Workplace Conversations is offered as a 12-month in-company training license. We train your trainers/managers so they can deliver the workshop in-house to your staff, as and when needed. We include ongoing development and support for all aspects of delivering and evaluating **Better Workplace Conversations**.

You can roll out the two-hour workshop across your organization to make sure each one of your employees – from your salespeople to your IT teams – has the skills to respond to difficult situations with calm, clarity, and collaboration.

- Experience higher performing teams
- Boost employee morale and engagement
- Collaborate more successfully
- Increase sales
- Save time, money and effort

This is a global program. We've worked worldwide with:





About this document

This licensing overview explains:

- The essential need for difficult conversations training
- The Better Workplace Conversations Workshop
- The Better Workplace Conversations licensing opportunity
- Benefits of being a Licensed Partner
- What's included in the license fee
- The investment and process for becoming a Licensed Partner

If, after reading this overview, you feel you're a good fit for becoming a Licensed Partner, please apply to our next trainer development at www.emotionalhealthessentials.com/workshop



Contents

The essential need for difficult conversation skills	5
What are difficult conversation skills?	6
The training gap	7
Introduction to the Better Workplace Conversations program	8
What is the Better Workplace Conversations workshop?	
Who is it for?	9
What problems does it tackle?	10
What our clients say	10
Content and outcomes of the workshop	11
	12
What's the licensing opportunity for our organization?	
Benefits for licensed partners	13
How much does the license cost	14
Trainer development process	15
Getting started	16
FAQs	18
	19
What key challenges does the program address?	
Build a culture of resilience in the AI world	22
Build trust across differences	22
Make conflict and opportunity for growth and understanding	22
Win the war for talent	23
Avoid reputational damage	24
	24
About Better Workplace Conversations	
	25



The essential need for difficult conversation skills

The essential need for difficult conversation skills



What are difficult conversation skills?

Difficult conversations skills are the ability to discuss topics that involve difficult emotions in ways that are authentic but still preserve relationships. Examples of such conversations include giving or receiving critical feedback, discussing interpersonal differences, or resolving conflict. Difficult conversation skills allow people to communicate in these emotionally tricky situations with calm, clarity, and collaboration. The ability to communicate collaboratively allows us to be resilient in the face of challenge. It is a key component of mental health and wellbeing.

The ability to have difficult conversations that are clear, calm and connecting enables us to cope with stress, make sound decisions, and maintain positive relationships. It plays a crucial role in enabling individuals and teams to perform under pressure and be resilient to setbacks and challenges. A culture that values open communication and a trusting, psychologically safe approach to difficult conversations is essential for an engaged, thriving workplace.



The training gap

Organizations lack sufficient support for the skills that promote emotional health and effective communication around difficult situations. Employees also lack the skills to leverage AI tools to support emotional health.

Poor mental health costs UK employers an estimated £56 billion and US employers \$210.5 billion a year.¹

50% of employees have experienced at least one characteristic of burn out due to greater job demands and expectations, and lack of social interaction.²

Managers and employees lack the skills to have authentic, supportive conversations around difficult topics.³

61% of employees say they would like to learn how to manage workplace conversations with more confidence.⁴

40% of employees say their managers fail to engage in authentic honest conversations over work issues.⁵

69% of managers are often uncomfortable communicating with employees, and 37% are uncomfortable giving direct feedback if they felt the employee would respond negatively.⁶

Conflict involving individuals at work is estimated to cost UK businesses £28.5 billion and US businesses \$359 billion a year.⁷

Currently, managers spend over 4 hours a week dealing with conflict on average.⁸

The impact of this training gap?

- Poor employee engagement and morale
 - Poor decision making and performance
 - Increased human error, project failures and accidents
 - Burnout
 - Sickness and absenteeism
 - Fractured relationships
 - Conflict in teams
 - Grievances
 - Resignations and turnover
 - Difficulty attracting talent
 - Reputational damage
-

1 Mental health and employers 2022 Report, Deloitte

2 Survey 2022, American Psychiatric Association

3 Mental health and employers 2022 Report, Deloitte

4 Society for Human Resource Management 2019

5 Chartered Management Institute 2020

6 Harvard Business Review 2016

7 Estimating the Cost of Workplace Conflict 2021, ACAS

8 Conflict at Work Report 2022, Myers Briggs Company



Introduction to the Better Workplace Conversations Licensing Program

Better Workplace Conversations is a two-hour workshop for all your staff, offered through a 12-month licensed program. It is designed for organizations who are ready to support trust-building difficult conversation across their organization

Better Workplace Conversations will increase quality of the conversations across your organization. Your staff will learn to speak authentically in ways that motivate collaboration.

Employees with the following backgrounds and skills can be licensees of the program:

- Sales & account management
- Marketing & communications
- Legal & compliance
- Technology & IT
- Customer support
- HR
- Finance
- Procurement
- Graduate programs
- Talent acquisition

Organizations come to us for help with:

- feedback
- defensive employees
- poor engagement
- poor performance
- burnout
- retention and turnover
- hybrid working
- problems finding common ground
- insensitive comments
- handling controversy
- speaking about sensitive topics
- conflict between colleagues
- psychological safety
- diversity & inclusion



What is the Better Workplace Conversations Workshop?

What is the Better Workplace Conversations workshop?

This powerful two-hour workshop is based on neuroscience and psychology research. It has been successfully delivered to a wide range of teams, organizations, and industries, both virtually and in-person. The workshop teaches science-based tools for discussing difficult situations with calm and clarity. Employees will learn how to respond to challenging scenarios in ways that boost resilience and strengthen relationships. They will also learn to use AI, such as ChatGPT, to support these skills.

The workshop teaches employees practical tools to:

- Speak objectively about difficult situations (e.g., complaints, disagreements, emotional topics)
- Handle interpersonal differences (e.g., clash in working styles)
- Express negative emotions in constructive ways (e.g., frustration over miscommunication)
- Deal with emotionally triggering situations (e.g., criticism or defensiveness)
- Address toxic positivity (e.g., reluctance to point out problems)
- Give negative feedback (e.g., address poor performance)
- rCope with conflict productively (e.g., perceived unfairness, differences of opinion)

These tools will be cemented through practical, interactive exercises. Employees will be shown how to apply their learning to common real life work scenarios. They will also learn how to use AI for continued support for these difficult conversation skills.

Who is it for?

All employees in your organization.

What problems does it tackle?

This program is ideal for your organization if any of these sound familiar:

- “My employee gets defensive”
- “My employee’s performance has worsened but they say everything’s fine”
- “People are complaining behind the scenes”
- “Important things are not being said”
- “Expectations are not being made clear”
- “I don’t feel I have support”
- “I don’t know how to chase my colleagues”
- “Requirements keep changing on us”
- “I have an unrealistic workload”
- “I’m afraid honest feedback will upset them”
- “One person’s attitude is bringing everyone down”
- “I feel attacked”
- “My boss/employee is hard to talk to”
- “We lack transparency”



What our clients say:

“

This has given my team the skills to create clarity and positive focus during challenging situations and the confidence to drive the best outcomes, as well as helping to cultivate a trusting, creative work environment.

Gena Gibson
Head of Data Science
Ricardo Energy

“

I always want to maximise how to turn diverse viewpoints and personalities into the most productive and cohesive teams. I learned techniques that I use at work the very next day.

Maile Ohye
Senior Product Manager
Amazon

“

This has allowed me to transform what might otherwise have become unhelpful, emotional arguments into focused, productive discussions.

Obi Nwosu
CEO
Coinfloor

“

This has allowed me to bring up difficult issues in ways that have been very positively received and has helped me feel more free and satisfied at work.

Anne Fisher
Partner
Hatchers Solicitors LLP

“

Helps you have those tough discussions and prevents things from festering into much bigger conflicts down the line..

Laura Dabner
Learning & Development Partner
University of Westminster



Content of the workshop

- How your brain responds to emotional threat
- Three practical, science-backed methods for managing difficult feelings
- Do's and don'ts of expressing emotions constructively
- Three key tips for talking about difficult topics
- The secret to dealing with personal differences and conflict while preserving relationships
- How to use AI, such as ChatGPT, to support the above capabilities

These learnings will be cemented through practical, interactive activities applied to common work scenarios such as:

- giving corrective feedback
- navigating working styles differences
- dealing with miscommunications
- handling personality differences
- addressing performance issues
- managing difficult clients
- talking to defensive employees
- discussing mistakes without blame

The workshop is flexible and can be delivered in different ways, e.g.:

- in-person or virtually
- as 2x 1 hour sessions
- as a half-day session
- as a quick-blast 45 minute session (with reduced scope)

Outcomes of the workshop

The workshop tackles specific organizational challenges in an effective way so that you can help you and your staff:

- respond with calm and clarity in difficult situations
- give and receive emotional support
- strengthen their resilience to setbacks
- have high quality conversations that increase performance and productivity
- increase trust and cohesion among teams
- respond to challenging situations with growth and learning
- handle conflict while preserving relationships
- build a culture of resilience, thriving relationships, and high performance
- leverage the potential of AI, such as ChatGPT, to support the above



What's the licensing opportunity for our organization?

Your licensing opportunity

Become an Better Workplace Conversations Licensed Partner

Becoming a Licensed Partner allows you to easily and successfully address the challenges that modern, cross-cultural, diverse, and hybrid workplaces bring.

As an **Better Workplace Conversations Licensed Partner** you can:

- improve resilience, quality of conversations, and team cohesion across your organization
- increase effectiveness at all levels
- build in-house expertise and competency in emotional health
- continually build on a culture of effective communication, thriving relationships, and high performance
- link with and share best practices with other leading organizations through our global license structure
- leverage the potential of free AI, such as ChatGPT, to support emotional health and difficult situations in realtime

The cost savings and flexible delivery of licensing are significant:

- direct cost savings when you use internal staff to deliver our program rather than external trainers/consultants
- in-house training and support onsite provided whenever needed – fitting in well with your staff's work patterns and routines
- your licensed in-house trainers can offer the program and training on a non-limited basis internally – to as many staff as you wish without incurring any additional costs

Benefits for licensed Partners

As a Licensed Partner, you can build an emotionally healthy workforce who are resilient to challenges and use difficult situations as opportunities for learning and strengthening relationships. After the program employees will be able to:

- persuade, engage and influence stakeholders
- have better conversations
- be more productive
- manage clients with confidence
- get people to jump into action
- move projects forward faster and more effectively
- save on time wasted from miscommunication and misunderstanding whilst getting better results
- build beautiful, trusting relationships, even through challenging situations
- leverage the potential of free AI tools, such as ChatGPT, to support healthy emotional processing and conversations in difficult situations



How much does the license cost?

Our license fees are structured so that organizations can build teams of emotional health experts within their organizations to cover all geographical locations and departments.

1 trainer/manager: £5000 + VAT (for smaller organizations)

2-3 trainers/managers: £10000 + VAT

4-5 trainers/managers: £15000 + VAT

6-9 trainers/managers: £20000 + VAT

10+ - Each additional trainer/manager: £2000 + VAT

Our license fees are structured so organizations can easily build global teams of emotional health experts within their business to cover all geographical locations and departments. For large scale teams we can provide dedicated programs on request.

We are based in the UK but are happy to offer prices in local currency.

Please contact hello@emotionalhealthessentials.com for charity/not-for-profit rates.

Extras

We work internationally and are happy to offer the Program materials in different languages, subject to translation fees. (Trainer development masterclasses are conducted in English.)

What's included in the licensing fee?

- The Licensed Program consists of:
- Access to the Better Workplace Conversations 2-hour workshop to roll out internally in your organization
- Trainer development process to learn how to successfully deliver the workshop
- Trainer and delegate resources to ensure consistent and powerful rollout
- Ongoing support, feedback and monitoring
- Access to the Better Workplace Conversations global community of Licensed Partners

“

I feel an incredible freedom and confidence, being able to say things that are direct and effective while maintaining transparency and trust. My work relationships and team's effectiveness are better than ever.

Fred Fisher
Engineering Lead
Fetch for Pets



The Better Workplace Conversations Trainer development process

Our in-depth trainer development process allows your trainers/managers to become experts at delivering Better Workplace Conversations internally within your organization.

Trainers must allocate a minimum of 20 hours for their development. The process is as follows:

Nominate your trainers

We work closely with your trainers/managers to make sure they have the right communication skills and experience to deliver the program effectively.

Trainer development masterclasses

Essentials 1: Better Workplace Conversations –LIVE!

Participants see Dr. Anne Hsu deliver the two-hour Better Workplace Conversations workshop live to experience it first-hand. They receive unlimited access to the recording to familiarise themselves with the content and approach.

Essentials 2 & 3: Dynamic Delivery

Participants practise delivering the workshop in groups under Dr. Hsu's supervision. They mentor each other and give constructive feedback to hone their training style.

Essentials 4: Roll Out For Results

Participants plan how to roll out Better Workplace Conversations in their organizations and tailor it to their teams' needs (for example delivering it in person vs. online; reducing the length of the session for busy teams etc.) They also plan how to gather feedback and measure success.

Certified Better Workplace Conversations for licensed partners

Participants leave the training development process as certified Better Workplace Conversations trainers. They have a clear plan for how to deliver Better Workplace Conversations internally and feel confident and comfortable with their next steps.



Trainer and delegate resources

Our online portal contains a range of useful content to help you deliver Better Workplace Conversations successfully and consistently in your organization.

The portal materials include:

- Step-by-step leader guide with timings and prompts
- Presentation ready slides
- Advice for how to conduct interactive exercises and handle questions
- Prompts for using AI to support emotional health
- Feedback and assessment tools
- Videos of Dr. Hsu delivering the workshop
- Summary handout for delegates after the workshop

Ongoing support, feedback and monitoring

We want to make sure **Better Workplace Conversations** has a long-lasting and positive impact on your organization – your success is our success. So we also offer a range of different touchpoints for your **Better Workplace Conversations** trainers/managers to get the most from their license fee.

This includes a 60 minute call with us 8 weeks after your trainer development to:

- review the internal roll out of the Program across your organization
- measure and review its results and impact so far
- solidify its success in the future

Trainers/managers provide a quarterly report to measure the effectiveness of the Program and to identify any new challenges.



Access to the Better Workplace Conversations global community

We offer quarterly 60 minute Zoom calls with our international network of Licensed Partners to problem solve, share best practices and answer questions.

These informal and friendly calls are a fantastic opportunity to crowdsource further ideas for how to creatively deliver your Program across your organization.



What's the licensing opportunity for my organization?

Getting started

1. You book your places for the Better Workplace Conversations In-Company Program via the booking form at emotionalhealthessentials.com/workshop, confirming the number of places and dates you would like.
2. We confirm your desired dates and places are available.
3. We send you your licensing agreement and invoice.

(Please see emotionalhealthessentials.com/workshop for the full schedule of dates.)

If you would like to talk about the Better Workplace Conversations before you book, please email hello@emotionalhealthessentials.com to set up a call.



FAQs

Is emotional health the same thing as mental health and wellbeing?

Emotional health is a facet of mental health and an essential component to wellbeing. The techniques and practices that support emotional health are distinct from and complementary to other wellness strategies such as mindfulness, sleep, and maintenance of a healthy lifestyle. The skills for emotional health involve developing self awareness, appropriate expression of feelings, and a way of talking to self and others that provides a supportive, growth-minded approach to difficult situations. Mental health topics often also cover more specific mental health challenges such as anxiety and depression, which are topics not covered by our mental health training. However, having good emotional health will reduce the risk of mental health issues such as anxiety and depression.

How will AI be used in the workshops and as ongoing support?

The training workshop will be showing you effective prompts that will most effectively allow your employees to get emotional health and conversation-framing support for difficult situations. Any of the freely available language model AI's can be used, including Open AI's ChatGPT, Microsoft's Bing AI, and Google's Bard AI. We will be showing participants how to write queries into the AI prompt to most effectively get useful feedback and support for their situation.

Do we have to pay for the AI support and how do we access the AI?

No you will not have to pay for AI support. The AI used will be freely available tools such as Open AI's ChatGPT, Microsoft's Bing AI, or Google's Bard. Users only need to create an account and will be able to access the tool for free.

Do we have to use a specific brand or version of AI?

No, you can use any of the large language model AI's that are freely available. Our trainings will equip you to leverage any of the large language model AI's, which are freely available to use. Currently as of the writing of this infopack, the most prevalent AI models are Chat GPT, Microsoft Bing AI and Google Bard AI. These all have free versions available to use. However, we foresee that in the future there will be a great variety of similar AI models. You will be able to apply the techniques we teach you to leveraging all of these models to support emotional health and wellbeing.

Is trainer development conducted online or in person?

We conduct trainer development masterclasses live via Zoom to make sure we can accommodate Licensed Partners from all over the world. This adds to the richness and diversity of the Program.

Can our trainers watch recordings of the masterclasses instead of attending live?

No. Our trainer development is interactive so all participants must attend live.

How much time do trainers/managers need to dedicate to trainer development?

Trainers/managers should allow a minimum of 20 hours for the process.



FAQs continued

What happens if one of our trainers leaves our organization?

If a trainer/manager who's undergone trainer development leaves your organization, their replacement can go through the process for free as part of your yearly license.

What's the duration of my license?

All licenses are for one year, effective from the start of your licensing agreement.

Can we customise Better Workplace Conversations for our organization?

Better Workplace Conversations has been proven to deliver transformational value for organizations across the world. Therefore, you can't insert additional modules, exercises, add or delete slides, or introduce concepts or techniques that conflict with the program's core messaging and approach. However, you will find areas within Better Workplace Conversations that encourage customisation based on your audience (e.g. sales, HR, finance). You'll learn where those areas are, and how to bring in your own examples and personality, and how to adapt the content without changing the proven effectiveness of the program.

How do we address more specific issues within our different departments?

Our training will have time to allow you to design examples and case scenarios that allow you tackle more specific challenges of different teams in your organization – whether sales, marketing, legal, HR or any other team. This allows you to link the program to your existing organizational strategies and objectives e.g. EDI, talent acquisition, employee engagement etc. You also can ask questions about how to support specific issues during our quarterly license calls.

What can I expect from the Quarterly Licensed Partner calls?

These informal and friendly calls are a fantastic way for you to gather best practice emotional health advice from a variety of organizations around the world. They are a community sharing platform for tackling specific challenges, group problem solving and crowdsourcing ideas.

What online support is included in the License fee?

As well as your trainer development, you get year-long access to our portal which contains a variety of materials to help you successfully deliver Better Workplace Conversations within your organization. This includes:

- Step-by-step leader guide with timings and prompts
- Presentation ready slides
- Advice for how to conduct interactive exercises and handle questions
- Prompts for using AI to support emotional health
- Feedback and assessment tools
- Videos of Dr. Anne Hsu delivering the workshop
- Summary handout for participants after the workshop

“

Vital training for anyone who works with people. I feel so much more empowered and also able to empower others.

Francois Josserand
Business Transformation Consultant
IBM



FAQs continued

How do you help us measure the impact of Better Workplace Conversations and ensure its ongoing success?

Included in your License fees are templates for feedback and assessment tools as well as guidance for compiling quarterly impact reports. You send these reports to us each quarter for review so together we can make sure the program is delivering the desired impact for your organization.

Do all our trainers need to be in the same location?

Not at all. Training development is via Zoom to give you maximum flexibility. Consider building a team of emotional health experts within your organization to cover all your geographical locations, departments and specialities.

What do staff receive when they attend an Better Workplace Conversations workshop?

Your trainers/managers will be giving participants the Better Workplace Conversations 1-page toolkit, which will include AI prompts they can use to receive support for difficult situations.



What key challenges
does the program
address?

What key challenges does the program address?

The Better Workplace Conversations Program helps you tackle some of the biggest challenges in the workplace today.

Challenge #1: Build a culture of resilience in the AI World

Employee stress levels are at record highs. With the rise of new AI technologies, comes uncertainty about jobs, roles and the changing future of work. Modern workplaces, (e.g., hybrid work, international teams, uncertainty, changes in technology) are placing increasingly high pressure demands on its workers. Furthermore, the world is becoming an ever more challenging and stressful place, with pandemics, global crisis and conflict. Today's employees work amidst the backdrop of these societal challenges that add further strains on mental health. As work-life balance becomes increasingly difficult to maintain, many individuals are experiencing high levels of stress, anxiety, and burnout. This leads to decreased productivity, increased absenteeism, and higher healthcare costs for employers. The cost of mental health issues for workplaces is estimated to be £56 billion (UK) /\$210.5 billion (US) a year. This makes emotional health an essential agenda item for modern workplaces.

What this means for you as a Licensed Partner:

Your staff need support for their emotional health to be able to have the resilience to continue to perform and thrive in the stressful, demanding climate of a modern workplace. In order to stay competitive, modern workplaces need to provide training and support to staff on how to build the inner resources to cope effectively with stress and succeed under pressure and challenge.

Challenge #2: Build trust across differences

In the AI world, organizations that can successfully motivate and engage all their employees will come out ahead. In order to motivate employees in diverse, cross-cultural workplaces, building an inclusive culture is an imperative. Research shows that employees in inclusive workplaces are more engaged, demonstrate higher advocacy for their company, and have a higher retention rate. For diverse workforces, it is essential that employees from different backgrounds, perspectives, and experiences feel accepted and can work together effectively.

What this means for you as a Licensed Partner:

To achieve an inclusive culture, your employees need to have the skills to be able to seek understanding and common ground with others that have vastly different points of views. When employees feel they can trust their colleagues, regardless of their differences, they are more likely to feel valued and respected. This will lead to a more engaged and a committed workforce, which will benefit your organization as a whole.



Challenge #3: Make conflict an opportunity for growth and understanding

Surveys find that workplace conflict are on the rise, perhaps partly due to the increasing stresses put on today's workers. Conflict involving individuals at work costs businesses an estimated £28.5 billion in the UK and \$359 billion in the US a year. This ranges from relationship breakdowns with colleagues or managers right through to tribunal hearings and everything in between, including presenteeism and sickness absence. Poor communication is the number one cause of conflict. Nearly 1 in 4 people think their managers handle conflict poorly or very poorly. The more time that an individual spends dealing with conflict at work, the lower their job satisfaction and the less included they felt. Nearly half a million employees resign each year in the UK as a result of conflict.

What this means for you as a Licensed Partner:

'Conflict competence' is an essential skill for management and employees in an effective organization. Handling disagreements and complaints early before employment relationships are damaged will save your businesses money. A key outcome of our emotional health training is to equip employees with the capabilities to handle conflict in a collaborative way that preserves relationships. Workplace conflict can lead to staff stress, anxiety or depression which has a knock-on effect on productivity, absenteeism, and retention. In more extreme cases conflict leads to costly disciplinary procedures, and tribunal hearings. Conflict management skills are critical to maximising productivity and efficiency in organizations.

“10 million people experience conflict at work each year. This ranges from relationship breakdowns with colleagues or managers right through to tribunal hearings and everything in between, including presenteeism and sickness absence.

'conflict competence' is an essential ingredient in good management and it has a positive impact on organizational effectiveness and performance.”

Estimating the Cost of Workplace Conflict Report, Acas



Challenge #4: Win the war for talent

Amidst 'The Great Resignation' of our times, organizations are having to work harder than ever to attract and retain great talent. In our current AI world, access to information will no longer be the foundation for the competitive advantage of an organization. Instead, it will be quality of the culture and an organization's ability to help its employees grow and thrive that will enable an organization to attract the best talent. Research suggests one in four workers are planning to change employers in 2022. A positive, wellness supporting working environment is a key determinant for a candidate's decision to join one organization over another. Surveys have found that more than 25% of employees would consider moving jobs to secure better health and wellbeing support. Having an emotionally healthy culture is a powerful differentiator when it comes to attracting and hiring top talent and people with diverse backgrounds and experiences.

What this means for you as a Licensed Partner:

It's important that you support a emotional healthy work culture so that your workplace remains attractive to candidates and retain your current

valued employees. This means training and supporting staff to handle difficult emotions and knowing how to communicate supportively around difficult situations.

Challenge #5: Avoid reputational damage

The ability to effectively handle their emotions and the emotions of others, is a crucial skill for managers. When managers lack the capabilities for healthy emotional management, they may struggle to handle conflicts and personal differences in a constructive manner. Situations may escalate in ways that lead to complaints and grievances from employees, and if not addressed properly, can result in formal tribunals or even lawsuits that cause reputational harm to the organization. Poor emotional management in managers can lead to poor communication and low morale among employees, which can negatively impact productivity and lead to a toxic work environment. This can also damage the reputation of the organization, both externally and internally.

What this means for you as a Licensed Partner:

In order to avoid these negative outcomes, it is important for you to invest in the development of emotional and relational skills of your managers. Better Workplace Conversations providing training and resources on these essential skills of effective communication, conflict resolution, and emotional management. By fostering a culture of emotional health, you create a more positive and productive work environment, and avoid reputational harm.



About Better Workplace Conversations

About Better Workplace Conversations

Better Workplace Conversations is created by Dr. Anne Hsu. Dr. Hsu has a PhD in neuroscience and is an associate professor at Queen Mary, University of London and also the founder of the workplace training company, Emotional Health Essentials, which combines human training and artificial-intelligence powered tools for emotional health.

Dr. Hsu has over 50 internationally published journal articles on topics covering neuroscience, artificial intelligence, behaviour change, motivational psychology and wellbeing. The workshop material is based on science-research, including from Dr. Hsu's own laboratory. Dr. Hsu is also an accredited workplace mediator with the OCN.

Over the past 15 years, Dr. Hsu has provided training and coaching to many of the world's leading organizations – including FTSE 250 businesses, international banks, global law firms and more – to transform the way they talk to self and others to inspire action and bring connection.

Equipping teams with the capabilities to handle conflict and interpersonal differences and respond resiliently to challenge is the lowest hanging fruit that organizations can address to supercharge their performance. Science gives us many solutions for how to effectively handle emotionally difficult situations. With Better Workplace Conversations, we've condensed all the insights from the latest neuroscience and psychology research into a power-packed 2 hour workshop. Learnings are distilled into practical, easy-to-apply techniques that you can deliver flexibly as in-house training.

The Better Workplace Conversations Program will transform the way your staff approach challenging situations and difficult conversations. It's designed to help your whole organization be connected, inclusive, engaged, resilient and productive, a truly thriving modern workplace.

