

OUR CLIENT SUCCESS

CLIENT

Canadian Subsidiary
of Global Healthcare
Company

INDUSTRY

Healthcare

PROJECT

Training Workshop –
Difficult Conversations



THE CHALLENGE

With the onset of the pandemic many organizations began working remotely, adopting new digital practices, and identifying flexible work preferences. In response, many organizations implemented a Flexible Work Policy, while wanting to remain focused on cultivating healthy workplaces that inspire and nurture people, teams, and leaders.

Providing management teams with the proper support and tools is crucial in successful policy implementation. Our client engaged Teal & Co to design a customized workshop and toolkit for people managers to empower their management to lead and transition their teams towards this new flexible working model. Through management training workshops, our objective was to empower managers to navigate complex conversations and use sound discretion to identify the individualized work plans for their teams that are best suited to meet the needs of the organization.

OUR APPROACH

- Reviewed of all documentation and materials provided on the Flexible Work policy
- Identified the skill gaps and training needs to inform learning workshop topics required in partnership with the client
- Developed workshop content for core leadership skills gaps- Handling Objections & Complex Conversations
- Facilitated series of in-person and virtual workshops on Complex Conversations/Handling Objections and coaching drop in sessions
- Developed a takeaway toolkit for each manager to reinforce learning



THE OUTCOMES

- Effectively learned to manage employee conflict through proper training and use of support tools
- Ensured leadership is aligned on key decisions within the organization to ensure a positive rollout
- A takeaway toolkit for people managers to refer to when engaging in complex conversations with their respective teams
- Strengthened leaders' ability to facilitate a smooth transition