

COURSE TITLE:

MANAGING DIFFICULT

One of six single-day workshops in our founders series.

DESIGNED FOR: Hospitality Founders

ATTENDED BY: Founders with all levels of and types of managerial, directorial, retail and hospitality experience.

£245.00 +VAT
HALFDAY

WHAT IS IT?

How to handle difficult conversations, difficult situations and difficult people

HOW IT WORKS

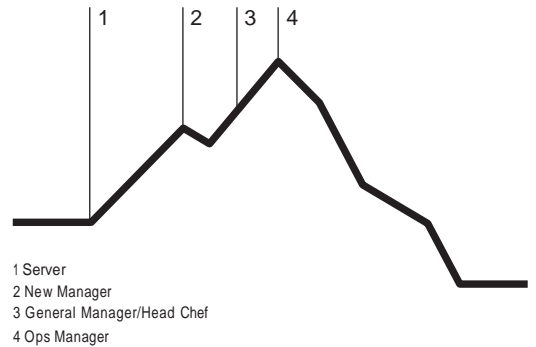
An informal environment. Hospitality founders only.

LEARNING OUTCOMES

An introduction to the skills that underpin effective and honest conversations. Including: types of conversations we avoid and why, how to speak directly with care and how to create psychological safety. The workshop will help participants know how to prepare for a challenging situation to make it successful, understand the impact of avoiding conversations, know why conversations go wrong and how to fix them, and prepare for real conversations ahead

ABOUT WATERSHED

We think some 'step-ups' in hospitality management are steeper than others – those where you have to change the way you work, not just how you work. That's why we've curated courses and programmes designed to support bar & restaurant managers exactly when they need it most.



1-2 MANAGING YOUR FRIENDS

For team members stepping up for the first time. Because being a "friend" one day and a "manager" the next is a really hard balance to strike.

2-3 GOOD TO GREAT

For those new to line management. Because managing a team to deliver long term results requires a manager who can create a high performing culture, delegate, coach and give feedback skilfully.

2-3 BUILDING STRONG BRIGADES

For chefs taking charge of the brigade for the first time. Because managing people isn't like following the spec sheet.

3-4 MOVING INTO MULTISITE

For those responsible for more than one location. Because not being the "doer" at the coal face of the business anymore is unnerving.

We bring talented leaders and potential leaders from mixed independent hospitality businesses together to enable authentic learning in an informal and responsive environment.

Our style is not an "expert" opinion delivered by a trainer but a truly collaborative approach to the day that encourages sharing of best practice, buy-in and practical application. It's an approach with proven lasting impact on participants, their teams and their organisations.