



Tough Conversations™

HOLDING STUDENTS, PARENTS OR STAFF ACCOUNTABLE FOR BAD BEHAVIOUR AND BREACHED EXPECTATIONS

ONE-DAY PROFESSIONAL DEVELOPMENT FOR SCHOOL PRINCIPALS AND LEADERS

WHAT'S INCLUDED

- Training in how to conduct difficult conversations using a script to achieve accountability
- A training manual containing course notes
- Lunch and refreshments
- A terrific opportunity to spend time with other leadership teams

See curriculum details overleaf

RATE CARD

- Single Pass @ \$399
- Double Pass - Bundle of 2 tickets @ \$369 each
- Triple+ Pass - Bundle of 3+ tickets @ \$330 each

CAN'T MAKE OUR SCHEDULED COURSE DATES?

Talk to us about convenient & cost effective in-house training for your staff. Email service@parentshop.com.au

6th June 6 & 21st Nov, 2019

BRISBANE | Souths Leagues Club

30th May, 2019

CAMPBELLTOWN | Catholic Club

5th August, 2019

SYDNEY | The Epping Club

Partnered with



Endorsed by



REGISTRATION

Register online www.parentshop.com.au/tough-conversations-school-leaders/

NAME		
ORGANISATION		
STREET ADDRESS		
SUBURB	STATE	P/C
EMAIL		
PHONE	FAX	

Quantity

COURSE LOCATION / DATE
DIETARY REQUIREMENTS

Terms & conditions of enrolment apply

PAYMENT METHOD

Credit Card (Mastercard/ Visa) Invoice

NAME ON CARD	
CARD NO	
EXPIRY	CCV

Cheque payable to Parentshop PTY LTD enclosed

SUBMIT

SCAN & EMAIL info@parentshop.com.au
FAX 02 6680 8900 CALL 1300 738 278

I agree to the terms & conditions
Visit <http://www.parentshop.com.au/terms-conditions-scheduled-courses/>

EXPECTED LEARNING OUTCOMES

- Improved knowledge of how to negotiate a solution to a problem using a scripted mediation process.
- Better understanding of how to be less affected by someone becoming frustrated and how to manage their emotional distress.
- Strategies to progress the conversation towards a pre-planned outcome.
- Practical demonstrations of principals and school leaders managing difficult parent and staff behaviour, including what to do and what to say to achieve better outcomes.
- Readings and literature for follow-up research.

Tough Conversations contributes 7 hours of QTC Registered PD addressing 7.1.4 and 7.3.4 from the Australian Professional Standards for Teachers towards maintaining Lead Teacher Accreditation in NSW.

LESSON FRAMEWORK

- Why people overreact.
- Self-control factors in adults and young people.
- How 'frustration tolerance' develops in people.
- What to tolerate: sorting out what to let go and what needs your attention.
- What people will do if you challenge them.
- A step-by-step process to address a problem.
- How to tame tigers: effectively dealing with offensive behaviour.
- A video demonstration of the concepts applied to a tough conversation between a parent and a principal.

Please note that this is not a train-the-trainer course and it is not designed for the subsequent on-training of other workers back at your workplace.

WHAT PRINCIPALS & SCHOOL LEADERS ARE SAYING...

One of the best training sessions I have attended in over 20 years. The blend of education and psychological skills make the day pass quickly. The role plays were excellent because they provided insight into real life situations.

MS JANETTE ATCHISON, WOODCREST STATE COLLEGE, QLD

Almost on a daily basis, principals and school leaders are confronted by the need to hold tough conversations. Whether with parents, students or staff we can hardly look forward to them. What we can do though is be equipped and prepared to manage these conversations and get the best possible result – without too much stress. The Tough Conversations training provides the strategies we need.

DENNIS YARRINGTON, PRESIDENT, APPA

I would highly recommend this day to anyone in a leadership position who wants to develop further and improve their skills and knowledge when dealing with difficult situations or having to have tough conversations.

BELINDA BENNETT, CATHERINE MCAULEY SCHOOL

ABOUT

THE COURSE CREATOR _____ Michael Hawton, MAPS.

Michael Hawton is a psychologist, trained teacher and author. He has worked as an expert witness in The Family Court of Australia and The NSW Children's Court. He is a highly experienced mediator and has developed several nationally recognised parenting, practitioner and teacher PD courses. These programs have been taught to over 110,000 professionals, parents and teachers since 2006.

OUR PRESENTERS _____

Our dynamic and engaging presenters have been sourced from a variety of professions and bring with them years of practical experience within their chosen field.