



Tough Conversations™ in Child Protection

PARENTING CAPACITY CONVERSATIONS WITH PARENTS IN THE CHILD PROTECTION SYSTEM

ONE-DAY PROFESSIONAL DEVELOPMENT FOR CHILD PROTECTION WORKERS

WHAT'S INCLUDED

- Training in how to conduct difficult conversations using a script to achieve accountability
- A training manual containing course notes
- A certificate of completion
- Lunch and refreshments
- A terrific networking opportunity

RATE CARD

- Single Pass @ \$330

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

NSW

SYDNEY - March 4, 2019

NEWCASTLE - May 14 & Oct 30, 2019

QLD

BRISBANE - March 12 & Nov 20, 2019

TOWNSVILLE - May 21, 2019

ROCKHAMPTON - June 13, 2019

VIC

MELBOURNE - March 26, 2019

ACT

CANBERRA - June 19, 2019

REGISTRATION

Register online <http://www.parentshop.com.au/child-protection/>

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/>

COURSE OUTLINE

- Identify and clearly articulate the strengths and deficits in parents' caring capacity so that parents have a clear future work plan.
- Comprehensively gather information for holding a factual tough conversation so that as many facts (as can be reasonably gathered) can be brought to bear in conversations with parents.
- Defuse antagonism during a tough conversation while holding a firm line.
- Identify the important 'dashboard' markers for parents so that everyone has clarity about what is expected within a given time-frame.

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 child protection worker and a parent.

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 CHILD PROTECTION WORKERS ARE SAYING...

This workshop is a fantastic way to develop your skills in regards to holding conversations which may be volatile or highly emotional. It allows you to be able to manage the emotionally charged incidents while still being able to guide the conversations in the direction you'd like and still get the information you want.

OWEN RING, CARESOUTH

A great day jam packed with tools and practise wisdom for having those tough conversations with clients around child safety matters. Great step-by-step approach to help us to have those tricky conversations by getting to the crux of the issues in a supportive and respectful way.

KRISTY JENSEN, CENTACARE

This is essential training for any person working in the child protection space, particularly front line statutory workers.

BRONWYN DOWNES, RED CROSS

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.