



## Tough Conversations™ Early Years

ADDRESSING PAINFUL EMOTIONAL ISSUES WITH STAFF AND PARENTS

NQF ONE-DAY PROFESSIONAL DEVELOPMENT FOR EARLY YEARS CENTRE DIRECTORS

### DO YOU FEEL ALONE AT THE TOP?

Centre directors face often painful emotional encounters when they need to address issues with staff or parents. Achieving harmony and balance so staff can enjoy their working environment and create a safe and warm learning space for children to thrive is the keystone to a successful early years centre.

This course provides you with simple and effective strategies to remain calm and focused and build the confidence to tackle issues early on to correct behaviour before it becomes a problem. Using role play and video examples, attendees will witness a tough conversation and have the chance to take part and practice their new-found leadership skills.

### RATE CARD

- Early bird @ \$399
- Early Bird 'Bring a friend' @ \$369 each
- Early bird 'Bring more than one friend' @ \$330 each
- Full fee @ \$499 (starts 2 weeks prior to event date)



Tough Conversations Early Years contributes 7 hours of NESA Registered PD addressing 7.1.4 & 7.3.4 from the Australian Professional Standards for Teachers.

## JOIN OVER 12,500 PROFESSIONALS TRAINED BY US

### REGISTRATION

Register online <http://www.parentshop.com.au/early-years/centre-directors/>

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](mailto: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.
- Greater ability to remain neutral when someone becomes frustrated or upset and to manage their emotional distress.
- Key ideas to progress the conversation towards a pre-planned outcome.
- Practical demonstrations of how early years educators can manage difficult behaviour in others. Learn what to do and say to achieve better outcomes.
- Readings and literature for follow-up research.

## 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.

## 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 opportunity to spend time with other leadership teams

## TOUGH CONVERSATIONS EARLY YEARS MEETS THE FOLLOWING NQF STANDARDS

### Standard 4: Staffing Arrangements

#### Element 4.2

Educators, co-ordinators and staff members are respectful and ethical.

#### Element 4.2.1

Professional standards guide practice, interactions and relationships.

#### Element 4.2.3

Interactions convey mutual respect, equity and recognition of each other's strengths and skills.

### Standard 6: Collaborative partnerships with families and communities

#### Element 6.1

Respectful and supportive relationships with families are developed and maintained.

### Standard 7: Leadership and service management

#### Element 7.1

Effective leadership promotes a positive organisational culture and builds a professional learning community.

#### Element 7.1.3

Every effort is made to promote continuity of educators and co-ordinators at the service.

#### Element 7.2.2

The performance of educators, co-ordinators and staff members is evaluated and individual development plans are in place to support performance improvement.

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. Participants will sign a training agreement to this effect on the day of training.

## 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.

**Call 1300 738 278 or email us at [info@parentshop.com.au](mailto:info@parentshop.com.au)**