



Tough Conversations™ for Frontline Staff

MANAGING DIFFICULT, EMOTIONAL OR HOSTILE SITUATIONS

ONE-DAY PROFESSIONAL DEVELOPMENT FOR ADMINISTRATIVE OFFICERS
IN SCHOOLS, COUNCILS AND SERVICE ORGANISATIONS

WHAT'S INCLUDED

- Training in how to conduct difficult conversations using a script to achieve accountability
- A training manual containing course notes
- Re-usable worksheets to prepare for a difficult conversation
- A certificate of completion
- Lunch and refreshments

Monday 1st July 2019
WOLLONGONG

Thursday 4th July 2019
PENNANT HILLS

RATE CARD

- Early Bird cost \$330.00 including GST
- Within 2 weeks \$369 including GST



JOIN OVER 12,500 PROFESSIONALS TRAINED BY US

REGISTRATION ONLINE: <https://acsp.catholic.edu.au/>

Monday 1st July 2019 - Wollongong
Villa D'Oro 39 - 41 Flinders Street, Wollongong |
8:30am - 4:30pm

Thursday 4th July 2019 - Pennant Hills
Catholic Schools Office - Diocese of Broken Bay- Building 2, 423 Pennant Hills |
8:30am - 4:30pm

EXPECTED LEARNING OUTCOMES

- Reasonable expectations to hold about a persons ability to exert self-control so that you can respond appropriately.
- An understanding of what constitutes 'normal' versus 'abnormal' in behaviour.
- How to describe a problem using a template approach.
- Important conflict resolution one-liners to recall when managing a tough conversation.
- What the research is saying about great customer service and satisfaction.
- What you can do to assist someone to regain control.
- How to factually and reliably record an incident in the case of further reporting.
- Practise at completing the re-usable worksheets.

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

LESSON FRAMEWORK

- Why people overreact.
- Self-control factors in adults.
- How 'frustration tolerance' develops in people.
- What to tolerate: sorting out what behaviour to let go and what needs your attention.
- A step-by-step process to address a problem.
- Three scenarios and how to record the facts of the matter to pass onto superiors.
- How to deal with people who come already heightened and how to manage someone who gets upset mid-conversation.
- How to tame tigers – effectively dealing with offensive behaviour and what to say to defuse strong emotions.
- A video demonstration of the concepts applied to a tough conversation between a member of the public and frontline staff.

WHAT PEOPLE ARE SAYING...

■ This course was extremely relevant and useful. The skills learned will be of great value when having tough conversations with both staff and clients. I thoroughly enjoyed the day and have walked away with a skill set I didn't have before.

LEAH GRANT, RELATIONSHIPS AUSTRALIA

■ A fantastic, useful day. Full of well thought-out and researched material as well as lots of practical ideas to try out straight away. Beneficial training for staff in any workplace.

JOANNE BURNS, CANBERRA GRAMMAR SCHOOL

■ Tough Conversations is an invaluable training day providing structure, balance and focus for effective organisational processes with staff and clients.

HELEN MCQUINN, RELATIONSHIPS AUSTRALIA

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.

Call 1300 738 278 or email us at info@parentshop.com.au