



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 navigate difficult emotional conversations.
- A training manual containing course notes
- Re-usable worksheets to prepare for a difficult conversation
- A certificate of completion
- Lunch and refreshments

RATE CARD

- Single Pass @ \$330
- Double+ Pass - Bundle of 2+ tickets @ \$299 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

NSW

March 6 - The Epping Club, Sydney

May 2 - Campbelltown Catholic Club

Nov 13 - Campbelltown Catholic Club

VIC

Aug 1 - Jasper Hotel, Melbourne

Nov 8 - Jasper Hotel, Melbourne

ACT

June 20 - Southern Cross Club, Woden

QLD

March 14 - South Leagues Club, Brisbane

Aug 22 - South Leagues Club, Brisbane

SA

June 26 - SA DECD Education Devpt Ctr, Adelaide

REGISTRATION

(Or conveniently register online at www.parentshop.com.au/tough-conversations-frontline-staff/)

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/>

JOIN OVER 12,500 PROFESSIONALS TRAINED BY US!

EXPECTED LEARNING OUTCOMES

- Reasonable expectations to hold about a person's 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.

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 arrive 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.

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.

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