



Tough Conversations™

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

FOR SCHOOL PRINCIPALS, DEPUTIES AND SCHOOL LEADERS

94% OF SCHOOL PRINCIPALS WOULD RECOMMEND THIS COURSE TO OTHER SCHOOL LEADERS

What people are saying...

■ “Philip Riley refers to the “emotional labour” of the Principalship. There is no doubt in my mind that a significant component of this is the “tough conversation” – no matter with whom that may occur as part of a leader’s work in their school...

Tough Conversations provides insight into what makes the conversations so tough; how to prepare, manage and prosper through those conversations; and then come away feeling energised with an issue resolved and/or a meaningful plan in place. People report feeling much better within themselves when they have this training to draw on; which also means that they don’t feel like they are personally in a firing line anymore! Everyone benefits.”

- **MALCOLM ELLIOT, PRESIDENT OF THE TASMANIAN PRINCIPALS ASSOCIATION**

■ “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. Tough Conversations Workshop provides the strategies we need.”

- **DENNIS YARRINGTON, PRESIDENT, APPA**

■ “This course is very useful for any school staff who need to deal with students, parents and other staff in challenging situations. It gives an easy-to-understand and implement framework for holding those tough conversations.”

- **JANETTE GEE | PRINCIPAL & PRESIDENT OF WASSEA.**

■ “A very practical strategy to prepare and conduct difficult conversations. The course crystalised and restructured much of what I do already. It is something I will use daily.

- **GREG CRANWELL | HEAD OF SECONDARY, ST JOSEPH’S COLLEGE, ALBANY, WA.**

■ “An excellent course which gives simple and very effective tools in managing difficult conversations which will lead to a more positive outcome. - **MARY SKJELLENIP | YEAR CO-ORDINATOR, MARIAN COLLEGE, KENTHURST, NSW.**

■ “One of the best training sessions that I have attended in over 20 years. The blend of educational and psychological skills make the day pass quickly. The role plays were excellent because they provided insight into ‘live activities’. The group feedback was valuable and reflective for both teachers and psychologists. - **JANETTE ATCHISON | PSYCHOLOGIST AND MEMBER OF SCHOOL LEADERSHIP GROUP, WOODCREST STATE COLLEGE, SPRINGFIELD, QLD.**



BOSTES REGISTERED

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