

Tough Conversations™ for School Leaders

*PL points apply

**HOLDING STUDENTS, PARENTS & STAFF ACCOUNTABLE FOR
BAD BEHAVIOUR & BREACHED EXPECTATIONS**

PROFESSIONAL LEARNING COURSE

WHAT'S INCLUDED

- Training in how to conduct difficult conversations using a script to achieve accountability.
- A training manual posted to you containing course notes.

EXPECTED LEARNING OUTCOMES

- Improved knowledge of how to negotiate a solution to a problem using a scripted mediation process.
- Better understanding of how to be less affected by someone becoming frustrated and how to manage their emotional distress.
- Strategies to progress the conversation towards a pre-planned outcome.
- Practical demonstrations of principals and school leaders managing difficult parent and staff behaviour, including what to do and what to 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 between a parent and a principal.

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.

HAVE US TRAIN YOUR WHOLE TEAM

*Talk to us about convenient and cost effective in-house training for your staff in your school.
Email: service@parentshop.com.au

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 PL courses.

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