

Back by popular demand!

Courageous Conversations

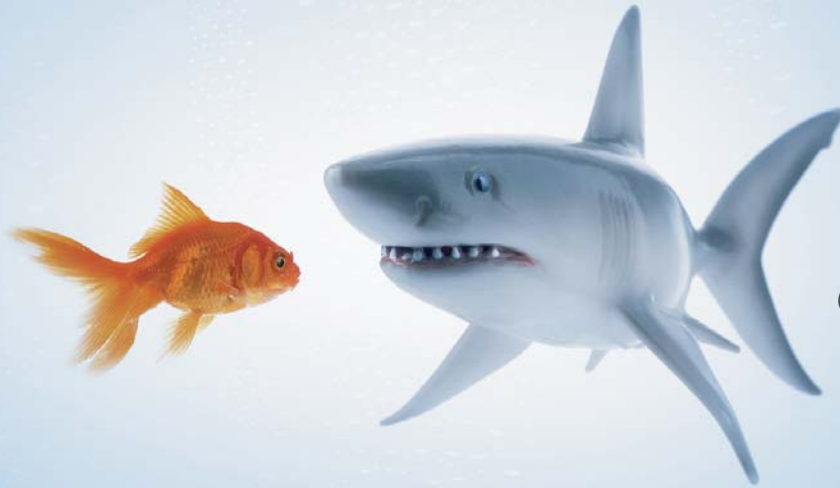
1 Day Public Training Workshop

Thursday 22 April 2010
9am - 5pm

'Mantra on Russell'
222 Russell Street
Melbourne

Onsite parking available
at early bird rates

\$660pp (GST inc.)



Contact Sugar Gocmen 0403 677 512 or (03) 9529 6600

**It's the conversation you need to have,
when you don't want to have a conversation.**

Courageous Conversations is an essential communication skill that can mean the difference between resolution and escalation. This is your opportunity to experience one of our most popular and enduring training programs.

Facilitated by

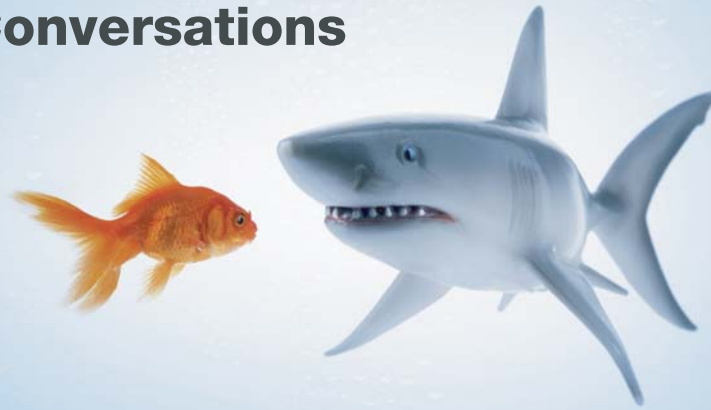
Andrew Jones, Principal Consultant

Andrew Jones was involved in the design of the original Courageous Conversations program, and continues to be energised by the difference this simple skill and model can have for an individual and their team.

An accredited trainer and coach, he has significant experience across the private, public and not-for-profit sectors.



Courageous Conversations



Overview

Everyone knows when they need to have a Courageous Conversation. But some of us resist conducting them, and leave important behavioural or performance issues with our colleagues unresolved. We can all see that early intervention is the key, but our survival instincts tell us to avoid the confrontation, and fear wins out. This often exposes the individual, team or organisation to some level of risk – ironically so, given the motivation is to avoid it.

The goal of the Courageous Conversations is to work towards a solution to the problem, while maintaining the relationship.

Learning Outcomes

- Determine when a Courageous Conversation is necessary
- Develop self awareness regarding your personal behavioural style using the ResolutionsRTK **stylemap**™
- Identify styles as a means to guiding future Courageous Conversations
- Evaluate how your behavioural style might influence your strengths and areas for development
- Identify and minimise the risk of having difficult conversations
- Develop the courage to face the challenge of a courageous conversation
- Identify specific situations which require a Courageous Conversation
- Develop the skills to increase the likelihood of successful resolution
- Identify the laws of workplace conflict
- Identify the communication strategy and framework that apply to Courageous Conversations
- Develop a range of assertive communication techniques
- Compare and contrast passive, aggressive and assertive communication styles
- Script and deliver a Courageous Conversation

Key Benefits

- Encourage harmonious workplace relationships by developing practical skills to resolve conflict
- Explore the inner world of emotions
- Reduce risk and exposure to the potentially long terms destructive effects of conflict in the workplace
- Reduce costs associated with these kinds of inter-personal interactions, eg. claims of unacceptable behaviour and stress leave
- Prevent wastage of emotional energy, time and resources

Duration

Courageous Conversations is a full day training session. This program can be tailored by our consultants and delivered in-house, using examples of typical situations in your organisations which often require a Courageous Conversation.

Contact

For further information contact Sugar Gocmen on 0403 677 512 or 03 9529 6600