



GROWTH
COACHING
INTERNATIONAL

ENHANCING
THE QUALITY OF
CONVERSATIONS
IN EDUCATION
COMMUNITIES



WHAT OTHERS SAY

"Thank you for a very practical and useful day."

- **Peter Green**, Principal, St Patrick's Primary School NSW

"A valuable tool for all."

- **Mark Redman**, TAS Co-ordinator, Catholic Schools Office NSW

MANAGING CHALLENGING CONVERSATIONS

 1 DAY PROGRAM

This program can
be run in-house for
schools or groups

Giving open, honest, timely feedback is one of the most important roles a leader plays. It's also possibly the number one area where a leader can get derailed. Avoiding difficult conversations can become a major obstacle to organisational success.

The Managing Challenging Conversations program provides a practical, conversational structure for achieving constructive solutions where all parties feel heard and respected. This one-day workshop shares tools and resources to guide potentially difficult conversations in a way that is non-confrontational and Solutions Focus in approach.

WHO IS IT FOR?

For those in leadership and managerial roles seeking to develop skills to effectively manage challenging workplace conversations.



Completing the Managing Challenging Conversations 1-day program will contribute 6 hours of NESA Registered PD addressing 3.5.4; 3.7.4; 4.1.4; 5.2.4; 6.3.4; 7.1.4; 7.2.4; 7.3.4 from the Australian Professional Standards for Teachers towards maintaining Lead Teacher Accreditation in NSW.

WHAT ARE THE BENEFITS?

- ✓ Develop an understanding of the value of giving difficult feedback to surface blind spots in behaviours, attitudes and performance
- ✓ Identify strategies for providing the positive feedback and recognition in ways that others value
- ✓ Explore typical workplace scenarios requiring honest, courageous feedback
- ✓ Be introduced to practical tools and resources for managing challenging conversations
- ✓ Develop strategies for bringing emotional intelligence to interactions that ensures self-esteem and respectful relationships remain intact
- ✓ Gain confidence to deal with challenging behaviours and situations
- ✓ Build your approach to taking a coaching approach to 'non' coaching conversations

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