

Mastering Difficult Conversations

Short Course

Nothing changes if we choose not to have a conversation about an issue or concern. However, for many of us, framing the conversation in a way that doesn't create a confrontation can feel challenging. Designed for managers, team leaders, business owners, and team members, in this practical course you'll learn how to:

- 🔗 Reframe your thoughts around the conversation
- 🔗 Prepare appropriately for the conversation
- 🔗 Refine your active listening skills to understand and empathise
- 🔗 Effectively receive and provide feedback
- 🔗 Understand different communication styles
- 🔗 Co-create a positive approach for future difficult conversations

Course format

This interactive and practical course is limited to 10 participants and will take place over a period of four weeks. The learning comprises 2 x online workshops, supporting resources and reflective questions, and a personal development plan to help the participant build effective communication skills.

Week 1: Pre-Learning Reflection

Each participant will receive a pack of pre-learning resources to read/watch, along with some self-reflection questions to help them identify areas for development.

Week 2: Group Training Session 1

This two-hour online training session will draw on the insights gained through the pre-learning work. It also includes teaching modules for the topics outlined above, small group break-out reflection and discussion, and whole group discussion. At the end of this session, participants will be introduced to a framework for creating a development plan for communicating effectively. They will be required to complete their development plan before the final session.



Week 4: Group Training Session 2

In this final one-hour group training session, participants will each share with the group two key insights they have learned about themselves over the previous weeks, and the areas that they have committed to developing. This provides an opportunity for the participants to learn from each other through and through sharing their own areas of focus for development with the group they are making a public commitment to making it happen. It may also lead to participants working together after the course to support and encourage each other in their development.

Investment

This short-course runs over a period of four weeks and includes a 2-hour online training session and 1-hour online training session, along with helpful resources and a framework for creating an individual communication development plan. The first online session will be held on Tuesday, 7 September 2021, 12-2pm. The price is \$450 (plus GST), or take advantage of our early-bird offer and receive a 10% discount when you book and pay before Friday, 27 August 2021.

Mini-Coaching Program

Over a course of 3 x 60-minute 1:1 online coaching sessions, this mini-coaching program focuses on developing the individual's confidence and skills for managing difficult conversations. Sessions are based around the Grow Coaching Model to achieve consistent success and teach long term behavioural patterns that will support the individual through future challenges.

Investment

The price for this mini-coaching program is \$950 (plus GST), or \$1,250 if you wish to include a Strengths Profile assessment.

Next steps

To reserve your place or book a free discussion to learn more about the program, please contact Katherine Craig on ph.0404 700 950, or email coaching@impacthr.com.au.

To learn more, or to book your place on the Short Course or Mini-Coaching Program, please contact Katherine Craig, Senior Learning & Development Manager:
Katherine.craig@impacthr.com.au, or ph.0404 700 950.