

Courageous Conversations

It's daunting holding conversations with unpleasant messages and delivering difficult feedback. How do you tell a team member they're not pulling their weight? What do you tell a client when you cannot meet the timelines you promised? It's not surprising most of us have the tendency to avoid potential conflict.

Holding courageous conversations means overcoming your internal barriers and skilfully addressing the issues rather than the person. In this difficult conversations training program you'll learn to confidently address performance matters, deliver bad news, tackle difficult behaviour and resolve interpersonal issues.

Designed for you

This course is designed for anyone wanting to learn how to courageously resolve tough situations with team members, colleagues, suppliers, customers, your manager or other stakeholders.

We offer this program in two 3-hour sessions in successive weeks. You can attend this program from anywhere: your workstation or from home.

Outcomes

Learn how to:

- overcome reluctance to have difficult conversations
- manage different personality styles
- use listening techniques to create a calm atmosphere
- structure your message
- give and receive feedback
- deal with emotional reactions
- conduct successful performance management conversations.

Virtual workshop

\$ 495 + GST

Electronic editable participant manual, Quick Reference Guide and PDF certificate included.

Dates

Two 3-hour sessions: 9.30am to 12.30pm (AEST)

- Tuesday 4 and 11 June 2020
- Tuesday 4 and 11 August 2020
- Tuesday 6 and 13 October 2020

Please check our [website](#) for the latest dates.

You will need

- A device with a camera – preferably a laptop or desktop.
- Good internet access.
- A quiet room.

Book a virtual workshop

Choose between:

- Call 1300 655 098
- Send us an email at info@icml.com.au.
- Complete our [online booking form](#).

Virtual group training or coaching

We deliver this program virtually to groups nationwide.

Call us on 1300 655 098 for a quote or send us an email on info@icml.com.au.

Virtual workshops

We deliver programs in interactive, live online workshops, accessible from a device anywhere.

Highly impactful learning

- Replicating face-to-face workshop experiences through conferencing technology.
- Using extra features for engagement: polls, quizzes, chat, electronic whiteboard.
- Learning in multiple shorter bursts – allowing practice between sessions.

Benefits of virtual workshops

- Attend the training from the comfort of home or personal workstation.
- No travel time or expenses.
- Multiple short sessions – less impact on work.

Simple access

- You need: a device with camera and a quiet place.
- No software needed.
- Click on a link to gain access.
- Works on any personal device and most corporate systems.

How to book

Choose between:

- Call 1300 655 098
- Send us an email at info@icml.com.au.
- Complete our online booking form.

Tailored group training

Ask us how we will tailor this program to your organisation or team. Benefits are that we tailor the:

- *Content* to suit your organisation's needs.
- *Delivery* to reflect your procedures, values, examples and terminology, which encourages participants to apply their new skills in their roles.
- *Duration* to suit the availability of your team members and your budget.

Request a quote

Please call 1300 655 098 to ask us how we can tailor a program to your needs.

Alternatively, email us at info@icml.com.au.

