

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.

Audience

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.

Investment

\$ 495 + GST

Includes electronic editable participant manual, Quick Reference Guide and PDF certificate.

Small group sizes

We limit the group size. This means the workshops are highly interactive and we'll be able to focus on your personal challenges.

Dates / Times

Two 3-hour sessions: 9.30am to 12.30pm

- Friday 18 and 25 March 2022 (AEDT)
- Monday 20 and 27 June 2022 (AEST)
- Friday 9 and 16 September 2022 (AEST)
- Thursday 24 November and 1 December 2022 (AEDT)

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 calendar 2022

To book or ask for a free quote:
1300 655 098
info@icml.com.au



| Duration | | February | March | April | May | June | July | August | September | October | November | December |
|----------|-----------------------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|-------------|------------------------|-------------|------------------------|------------------------|------------|
| 2x 3hr | Assertiveness Skills | Tue 15 & 22 | | | Mon 23 & 30 | | | Fri 26 Aug & Fri 2 Sep | | Thu 27 Oct & Thu 3 Nov | | |
| 2x 3hr | Coaching for Performance | Thu 3 & 10 | | | Thu 5 & 12 | | Wed 20 & 27 | | | Wed 19 & 26 | | |
| 2x 3hr | Communicating with Impact | Mon 14 & 21 | | | Wed 11 & 18 | | | Fri 12 & 19 | | | Tue 29 Nov & Tue 6 Dec | |
| 2x 3hr | Courageous Conversations | | Fri 18 & 25 | | | Mon 20 & 27 | | Fri 9 & 16 | | | Thu 24 Nov & Thu 1 Dec | |
| 2x 3hr | Delivering Exceptional Customer Service | | Wed 9 & 16 | | Wed 25 May & Wed 1 Jun | | | Wed 17 & 24 | | | Thu 10 & 17 | |
| 2x 3hr | Developing High Performance Teams | | Thu 10 & 17 | | Tue 17 & 24 | | Tue 19 & 26 | | | Wed 5 & 12 | | |
| 2x 3hr | Effective Business Writing | Fri 4 & 11 | | Fri 29 Apr & Fri 6 May | | | Fri 22 & 29 | | | Fri 7 & 14 | | Fri 2 & 9 |
| 2x 3hr | Emotional Intelligence | | Fri 11 & 18 | | | Tue 7 & 14 | | Mon 22 & 29 | | | Fri 18 & 25 | |
| 2x 3hr | Essential Leadership | Fri 25 Feb & Fri 4 Mar | | | Thu 19 & 26 | | | Tue 16 & 23 | | | Tue 15 & 22 | |
| 2x 3hr | Finance for Managers | | Wed 2 & 9 | | Fri 27 May & Fri 3 Jun | | | | Thu 1 & 8 | | Fri 4 & 11 | |
| 2x 3hr | Influencing and Negotiating | | Tue 1 & 8 | | Tue 3 & 10 | | | Wed 3 & 10 | | | Mon 7 & 14 | |
| 2x 3hr | Leading Change | Thu 17 & 24 | | Wed 27 Apr & Wed 4 May | | | Thu 14 & 21 | | | Tue 4 & 11 | | |
| 1x 3hr | Leading & Managing Virtual Teams | Wed 2 | | | Fri 13 | | | Tue 2 | | | Wed 2 | |
| 2x 3hr | Managing Conflict | | Thu 24 & 31 | | | Tue 28 Jun & Tue 5 Jul | | Wed 31 Aug & Wed 7 Sep | | | Mon 21 & 28 | |
| 2x 3hr | Presenting with Confidence | Fri 18 & 25 | | | Mon 9 & 16 | | | Mon 8 & 15 | | | Wed 16 & 23 | |
| 2x 3hr | Project Management Essentials | | Tue 15 & 22 | | | Wed 15 & 22 | | | Wed 14 & 21 | | | Wed 7 & 14 |
| 2x 3hr | Resilience and Dealing with Change | | Wed 16 & 23 | | | Thu 16 & 23 | | Thu 11 & 18 | | Tue 18 & 25 | | |
| 2x 3hr | Speak Up, Be Heard and Feel Confident | | Wed 30 Mar & Wed 6 Apr | | | Fri 10 & 17 | | | Mon 5 & 12 | | Mon 28 Nov & Mon 5 Dec | |
| 2x 3hr | Time Management - Working Smarter | Thu 24 Feb & Thu 3 Mar | | | | Thu 2 & 9 | | Tue 30 Aug & Tue 6 Sep | | | Fri 25 Nov & Fri 2 Dec | |
| 1x 3hr | Working Productively from Home | Wed 9 | | | Mon 23 | | | Tue 9 | | | Thu 8 | |
| 2x 3hr | Writing Winning Tenders and Proposals | | Fri 25 Mar & Fri 1 Apr | | | | Fri 8 & 15 | | | Fri 21 & 28 | | |

