



CHALLENGING CONVERSATIONS

Developing the skills to confidently conduct
difficult conversations in the workplace

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Would you like to be able to confidently conduct conversations with your staff to address poor performance or inappropriate behaviours? Do you want to maximise the impact of your conversations so that you achieve the results you are seeking without compromising relationships?

Intended Audience

This workshop is suitable for anyone who is required to give direction to staff in the workplace.

Learning Outcomes

By the end of this workshop participants will be able to:

- Understand the art and science behind conducting challenging conversations.
- Identify a range of strategies to ensure conversations are conducted in a manner that is respectful and purposeful.
- Use our 'Challenging Conversations' model to effectively and confidently address poor performance or behaviours across a variety of situations in the workplace.
- Describe and apply various techniques to maximise the effectiveness of conversations about behaviours or performance.

Inclusions

Participants will receive a copy of our Resource Guide which will become a valuable reference that you are sure to refer to many times after the completion of the workshop. Morning tea will be provided on the day and you will also receive a Certificate of Attendance.

About Us

Cooper Hardiman are highly regarded training facilitators, based in Warrnambool and delivering expert training across Victoria and South Australia.

Please visit our [website](https://www.cooperhardiman.com.au) to learn more about the wide variety of workshops we have available or contact us to discuss tailoring a product to suit your specific needs.

WORKSHOP DETAILS

DATE	Thursday 23 May 2024
TIME	9:00am to 1:00pm
COST	\$380 + GST per person Morning tea included
LOCATION	Ted Kenna VC Meeting Room Hamilton Performing Arts Centre 113 Brown Street, Hamilton
RSVP OR ENQUIRIES	Via email to Claire: claire@cooperhardiman.com.au by Thursday 9 May 2024

YOUR FACILITATOR

Your facilitator for this workshop is Gavan Cooper. Gavan has years of experience in facilitating workplace training programs for a variety of organisations, including local government, healthcare and not-for-profits.

