

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.

Delivery Method

This workshop will be delivered in person utilising a range of multimedia resources. Participants will be provided with resources on the day, including a Participant Reference Guide. Morning tea will be provided. Upon completion participants will 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.



WORKSHOP DETAILS

DATE	Thursday 1 September 2022
TIME	9:00am to 1:00pm (Victorian time)
COST	\$350 + GST
LOCATION:	Lady Bay Resort 2 Pertobe Road, Warrnambool
RSVP	Via email to Claire: claire@cooperhardiman.com.au by Thursday 25 August 2022

Please visit our website for further information on the wide range of training workshops we provide or contact us to discuss tailoring a product to suit your specific needs.

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Challenging Conversations is a part of our Workplace Leadership Series.

To learn more about the other workshops available in this series, please visit our website.