

# Courageous Conversations for Leaders

Every people leader needs to be able to conduct difficult conversations with team members, but it is challenging. Most managers face a natural reluctance to confront poor performance or undesirable behaviours in fear of being disliked, potential industrial action or bullying and unfair dismissal claims.

Leaders will gain the skills to communicate courageously, assertively and achieve positive outcomes from these difficult situations. This program builds practical skills and techniques to confidently conduct difficult conversations with team members.

## Audience

This difficult conversations training is designed for in-house delivery for groups of managers and can be tailored to all leadership levels..

## Outcomes

Learn how to:

- Identify and overcome internal barriers to engage in difficult conversations
- Prepare and deliver honest feedback
- Utilise a step-by-step difficult conversations framework
- Build acceptance
- Manage difficult and emotional reactions
- Use communication skills to achieve a constructive conversation
- Identify common ground and agreement
- Reach agreement and commitment
- Maintain relationships even after addressing tough issues.

## Tailored group training - in-house or virtual

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](mailto:info@icml.com.au) or start a 'chat' on our website [icml.com.au/](http://icml.com.au/).