

Courageous Conversations for Leaders

Handling difficult conversations is a fundamental requirement for effective leadership but it is challenging. Most managers face a natural reluctance to confront poor performance in fear of being disliked, potential industrial action or bullying and/or unfair dismissal claims.

However, with the right skills, framework and preparation they'll be able to communicate positively, assertively and achieve positive outcomes. This program builds practical skills and techniques to confidently conduct difficult conversations.

Audience

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

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

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 through virtual workshops

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 or start a 'chat' on our website 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.

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