

# Courageous Conversations

It's daunting holding conversations with unpleasant messages and delivering difficult feedback. Need to tell a team member they're not pulling their weight? Tell a client that promised deadlines cannot be met? It's not surprising most of us have the tendency to avoid potential conflict.

Holding courageous conversations means overcoming internal barriers and skilfully addressing the issues rather than the person. In this program participants will learn to confidently address performance matters, deliver bad news, tackle difficult behaviour and resolve interpersonal issues.

## **Audience**

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

## **Outcomes**

Learn how to:

- Overcome reluctance to have difficult conversations
- Manage different personality styles
- Use body language constructively
- Use listening techniques to create a calm atmosphere
- Structure messages
- Apply conflict resolution models
- Give and receive feedback
- Deal with emotional reactions
- Conduct successful performance management conversations.

## **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.

Tailoring is mostly for free and always economical as costs are based on a per day delivery and not per participant.

## **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/).

# 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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