ICML
INSTITUTE FOR COMMUNICATION MANAGEMENT AND LEADERSHIP



MANAGEMENT AND LEADERSHIP

Courageous Conversations for Leaders

Help leaders handle challenging conversations with confidence, fairness and respect.

WHO IT'S FOR

Designed for groups of managers, team leaders and people leaders responsible for performance, behaviour and workplace conversations.

DURATION

1 day, or tailored to your needs

FORMAT

On-site: we come to your premises, or deliver virtually or hybrid.

PARTICIPANTS WILL DEVELOP THE SKILLS TO

- Prepare for and structure difficult conversations using proven frameworks
- Deliver clear, honest and constructive feedback with confidence
- Manage emotional reactions, defensiveness and resistance professionally
- Address performance, behaviour and accountability issues early
- Build agreement, ownership and commitment to action
- Maintain trust and positive working relationships during challenging discussions

ABOUT THIS PROGRAM

Every leader faces conversations about performance, behaviour, attitudes, conflict, change or accountability, and getting the timing and approach right matters as much as the message itself. This program equips leaders with the skills, mindset and frameworks to conduct courageous conversations with confidence and professionalism, learning how to prepare for challenging discussions, communicate expectations clearly, manage emotional responses and achieve constructive outcomes while maintaining trust and respect.

Tailored to your organisation

Every organisation faces unique leadership challenges, expectations and workplace dynamics. We tailor scenarios, discussions, case studies and practice activities to reflect your operating environment so participants develop skills they can immediately apply in their day-to-day roles. Whether your leaders work in government, healthcare, education, professional services, manufacturing, frontline operations or corporate environments, we can contextualise the learning experience to maximise relevance and impact.

Talk to us about this program

1300 655 098 · info@icml.com.au

Enquire online