

COURAGEOUS CONVERSATIONS VIRTUAL WORKSHOP

Are you struggling with any of the following?

- Giving constructive feedback
- Assertive communication
- Challenging unacceptable behaviour
- Responding to criticism
- Communicating change or the need for improved performance
- Dealing with difficult people and managing emotions (theirs and yours)

We are excited to bring you our ever-popular COURAGEOUS CONVERSATIONS WORKSHOP – now being delivered virtually via Microsoft Teams

The workshop is delivered in three parts as follows:

Part 1 - 2.5 hour workshop (with break)

- ✓ Why some conversations (and people) are so difficult
- ✓ Explore our current challenges and blocks in having courageous conversations
- ✓ Understand the consequences of not having courageous conversations
- ✓ Appreciate the workplace culture impact on giving and receiving feedback
- ✓ Assertive conversations
 - Overview of the assertiveness model
 - Identify opportunities to become more assertive in our interactions
- ✓ Becoming a more effective (and courageous) communicator
 - Utilising listening skills to enhance assertiveness
 - Explore the use of questions in assertive conversations

Part 2 – 2.5 hour workshop (with break)

- ✓ Planning for better results: practical strategies that will work!
- ✓ Develop opening statements
- ✓ Explore several assertive communication models including how to respond to criticism
- ✓ Action learning project set to practice the skills and prepare a self-reflective report to share at the next workshop

Part 3 – 1.25 hour review workshop

In this review we will do a quick recap and then each participant will share their progress with the group so that everyone gets to learn from the experiences and build their confidence to continue their practice.

DATES (Please note times are AEDT and you need to attend all 3 workshops)

- Part 1 1st March 2021 1pm – 3.30pm
- Part 2 3rd March 2021 1pm – 3.30pm
- Part 3 17th March 2021 1.30pm – 2.45pm

YOUR INVESTMENT: \$275 PLUS \$27.50 GST per person

TO REGISTER: Simply email us info@icoachu.com.au advising us that you wish to register (note you need to attend all 3 workshops). Once you notify us that you wish to register we will send all the confirmation details and an invoice for payment.

NOTE: Places are limited to 10 per workshop to enable people to have their cameras on and be able to participate throughout the workshops

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