

Courageous Conversations Workshop

Are you struggling with any of these issues?

- Wanting to give feedback but afraid of the consequences
- Not knowing how to start a difficult conversation
- Negotiating a better outcome for yourself
- Frustrated that others are not doing what they say they will do
- Dealing with difficult personalities
- Managing emotions, yours and others
- Having to communicate change
- Addressing unnecessary resistance

This is an opportunity for participants to gain a greater knowledge and understanding of the fundamental skills required to be more effective in *delivering* and *responding* to difficult conversations in today's complex and pressured workplace. Upgrade your confidence and communication skills in this important area. It is your ability to manage yourself and others in difficult situations and conversations that sets you up for success.

This one-day workshop is suitable for anyone wanting to improve their communication and assertiveness skills and covers:

- ✓ Why some conversations and people are so difficult
- ✓ A self-assessment of your communication
- ✓ Assertiveness techniques – being a more courageous communicator
- ✓ Managing emotions – develop your emotional intelligence
- ✓ Understand your natural conflict style and be provided with models to enhance this
- ✓ Workshopping your current issues
- ✓ Developing practical strategies that will work

WORKSHOP DETAILS

- Date:** 19 June 2019
- Time:** 9.00am – 4.00pm
- Cost:** \$440pp (inc \$40 GST)
- Venue:** Park View Hotel
572 St Kilda Road
Melbourne, VIC

Cost includes: Workbook, morning tea, afternoon tea and lunch.

BONUS OFFER

Book 2 places before 19 May and both participants can attend for \$385, that's a saving of \$55 each.

To register for this workshop please complete the registration form below and return it to:

Fax: 1300 678 477

Email: info@icoachu.com.au

Any questions?

Email: info@icoachu.com.au
or **Call** us on 1300 671 077

Courageous Conversations

Workshop

REGISTER TODAY

**YES PLEASE! register me for the Courageous Conversations workshop
in MELBOURNE on the 19 June 2019.**

Name/s:	
Organisation:	
Address:	
	Postcode:
Phone No.	
Email:	
Payment Details	
A tax invoice will be forwarded to you and payment is due within 7 days.	
Dietary requirements – please note any special needs below:	

Please Fax This Form To 1300 678 477 or Email to info@icoachu.com.au	
Terms - There are no provisions for cancellations, refunds or postponements. Substitutions are permitted.	
I agree to the above terms.	
SIGNATURE _____	