

HOW TO GET

RESULTS FROM THOSE

KEY CONVERSATIONS

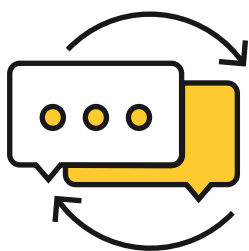


Find out More

Brisbane: Thursday 8th May
Flex by ISPT, 345 Queen Street

Time: 8.30am - 4pm
(breaks and catering provided)

Cost: \$550 +GST per person



DEALING WITH THE TOUGH STUFF

Research shows feedback discussions are the least enjoyed management task, second only to firing someone.

So how have we got to this point? How has having a direct, real and necessary conversation with staff, clients or suppliers become so hard? In a nutshell, we have been shown processes without considering the human element in the discussion.

In this one-day learning program you will learn the science of human behaviour, non-verbals and advanced communication techniques designed to:

- Depersonalise tough feedback
- Uncover some root causes of difficult behaviour
- Craft behaviour modification strategies
- Avoid the language that causes conflict
- Help you get clear with your requests
- Show you the best way to be assertive in any situation.

Dealing With the Tough Stuff can show you how to not only survive the tough conversations, but to thrive within them, leading to:

- More productive performance discussions
- Substantially less conflict.



DEPERSONALISE CONFLICT

We'll show you the tools to navigate the emotional landmines that lay in wait for making progress.



THE ABC'S OF HUMAN BEHAVIOUR

Human behaviour is complex. We'll show you how to make gaining insight into the things we do as simple as A-B-C.



TRAITS -VS- BEHAVIOURS

We'll walk you through these two concepts, and you'll see why knowing the difference is key to creating change.