

Lady Gowrie Qld EARLY CHILDHOOD 2018

WORKSHOP SERIES

"Focusing on Australian Pedagogy and Leadership in Early Childhood"

Monday evening 26th March

DEALING WITH THE TOUGH STUFF

HOW TO DELIVER RESULTS FROM **KEY CONVERSATION**



REFRESHMENTS

6.00 to 6.30pm

Will be provided.

WORKSHOP

6.30 to 8.30pm

COST \$70 plus GST



ALISON HILL

As a Psychologist Ali has worked with 'em all. She is co-author of the best-selling business book 'Dealing with the tough Stuff: How to achieve results from key conversations', is a regular on Channel 9 'Mornings' and highly sought after to assist individuals and teams transition through change. In her spare time she avoids cooking wherever she can!

WHAT ARE THE TOUGH CONVERSATIONS FOR YOU?

Recent research shows feedback discussions are the least enjoyed management task second only to firing someone. (source: Gallup) 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:

- de-personalise 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 and
- substantially less conflict.

REGISTER: Visit <https://ladygowrieqld.arlo.co>

VENUE

Victoria Park Golf Complex
Herston Road, Herston 4006



Lady Gowrie QLD
Educating and caring
for children since 1940