



Managing the Hard Conversations

Giving open, honest, timely feedback is one of the most important roles a leader plays. It's also possibly the number one area where a leader can get derailed.

CN8530



What is the purpose of the program?

Growth Coaching International's popular coaching accreditation program has been designed for leaders and managers in the education sector who are committed to significantly building their leadership skills in order to manage themselves and others towards greater performance.

Who is it for?

This program is for people in leadership roles who need to manage difficult conversations involving such issues as:

- ◆ Underperformance
- ◆ Giving Sensitive Feedback
- ◆ Change initiatives when emotions are running high

What are the benefits?

Participants in this program:

- ◆ Develop a theoretical understanding of the value of giving difficult feedback to surface blind spots in behaviours, attitudes and performance
- ◆ Identified strategies for providing the positive feedback and recognition in ways that others value
- ◆ Explored typical workplace scenarios requiring honest, courageous feedback
- ◆ Developed strategies for bringing emotional intelligence to interactions that ensures self esteem and respectful relationships remain in tact
- ◆ Learn and practice a Solution Focus rating approach to performance management conversations
- ◆ 2-3 structures for managing difficult conversations which have been modelled and practiced in relation to real life workplace issues

How does it work?

This workshop provides a practical, conversational structure for achieving synergistic solutions where all parties feel heard and respected. In addition to the presenter modelling constructive management of typical challenging workplace conversations, participants will also have the opportunity to reflect on, and practice real life scenarios that involve potentially difficult interactions.

Cost:

FREE to AISWA ATP Leaders

\$280 per participant for CEO and DET leaders

What makes this program different to other coaching programs available?

- It is designed and presented by experienced educators with a strong background in curriculum design and delivery as well as experience in coaching hundreds of individuals and teams across the country.
- Accreditation is recognised in a range of significant ways including university postgraduate status. It enhances participants' credibility and standing in the workplace and in the coaching profession.
- A comprehensive training manual and workbook (300+ pages) is included and provides an invaluable resource over the long term.

10th August 2012

8:30am—3:30pm

The Boulevard Function Centre, Floreat

Morning tea and lunch will be provided

Register on line

www.ais.wa.edu.au

by 01/08/2012

Please note the Cancellation Policy below

For more information please contact

Tracey Gray at tgray@ais.wa.edu.au

or

Anne Crawford at acrawford@ais.wa.edu.au

CANCELLATION POLICY

Should you need to CANCEL please do so at least 2 working days prior to the event. Where there is a charge for attending, that will be the cost incurred. Where there is no registration fee, a charge will be made to cover incidental costs incurred by AISWA in staging the event (e.g., catering, production of materials etc.)

ATTENDANCE REGISTER

Please make sure that you sign the Attendance Register on arrival as a failure to do so could result in your school being invoiced for a non-attendance fee.