

Crunch Point Conversations for Managers

1 Day

Crunch point conversations are discussions that focus on critical situations: work performance problems, team disagreements or sensitive feedback. Learn to handle challenging management situations in a professional and assertive way. Set boundaries and maintain your personal power during tough conversations. Respond appropriately to difficult communication patterns. Stay resourceful when others become emotional. Discover how to influence effectively. This course will boost your ability to lead and inspire others.

What you'll learn to do in this course

You'll come out of this session with powerful tools for communicating in tough management situations. We'll bring theory to life and tell you how to succeed. A range of practical tips will be presented to you. You'll talk through examples and enjoy practical exercises. At the end of the course, you should be able to:

- Use a four step process for managing tough conversations
- Listen actively and accurately
- Ask solution focussed questions
- Set and maintain boundaries as a leader
- Resolve and mediate differences

Topics you'll cover

- The LAST model of communication
- Listen before you speak
- Be solution focussed
- Set firm boundaries
- FAST ways to resolve differences

“think
learn?
succeed”

“Smart training for clever people”

What others have said
about the course...

“Eleanor covered areas in management
that other trainers don't”

“Extremely well structured, excellent
content and useful examples to use in
the workplace”

“Well organised and good material to
take away and read or listen to at home”



Book your training NOW

Call Eleanor Shakiba on 0433 126 841

Download course information at
www.thinklearnsucceed.com.au