

Crucial Conversations

*Tools for Managing Difficult
Conversations and Getting Results!*



Can You Relate to the Following....?

- Difficulty to get your message across when emotions start to run high and the communication gets uncomfortable?
- Walking away from a conversation wishing you had said something you are now finding easy to articulate?
- Trouble trying to communicate your thoughts to someone who dominates you in the conversation?

If so then you need to discover what it takes to have a Crucial Conversation!

Crucial Conversations an advanced one-day communication workshop that equips you with the necessary tools to handle high stake, high emotion conversations. Whether you need to understand the key strategies to diffuse and influence tense or uncomfortable communication or find mutual purpose and critical resolve then you need the skills to have a crucial conversation.

You Will Discover

- How to manage dominating and pushy communicators
- The key signals that you need to know to manage yourself effectively in uncomfortable communication
- How to identify & develop communication strategies that work with all personality & communication styles
- How to manage your emotions and the emotions of the other party
- What 'dual process' is and how to use it to manage the physiological dynamic
- How to identify masking and dishonest closed communication and make it honest
- How to dialogue to manage difficult situations and people to bring resolution
- How to maintain healthy, productive relationships
- How to bring difficult issues to any individual and dialogue to find solutions

Participant Outcomes

- ✓ Know how to defuse any low to high level emotional communication.
- ✓ Understand your unique communication and stress style.
- ✓ Understand the key phrases and set up statements needed to communicate at higher levels of effectiveness.
- ✓ Pattern Interruption techniques to gain back dialogue control
- ✓ Gain a higher level of self awareness and techniques to manage emotions of self and others.
- ✓ Understand the key skills required to plan strategic response in any situation.

Workshop Format

All of our workshops use adult learning methods to maximise interactivity, engagement and fun. Our Facilitators use a combination of professional visual aids as well as multimedia to present the information. Each workshop has tailor made activities and discussions and even though the information has a specific format it is adapted and customised to suit each group.

All CAL facilitators are industry experts in their chosen field and come with a wealth of practical business experience, qualification and application.

Designed For:

This course is a must for any individual who desires to influence and manage dialogue that has the potential to cause stress, conflict or for those who are looking for techniques to communicate more confidently and accurately and for anyone who desires to improve open and honest communication in a way that brings effective solutions. It is also a very useful short course for managers, supervisors and team leaders conducting performance review meetings with staff. This is applicable for those at any level and in all industry sectors.

Price: \$450 plus GST (1 Day)

Includes all materials as well as morning tea, lunch and afternoon tea.

Early Bird Price:

Up to 4 Weeks before Schedule Date
less 10%

Group Booking Price:

- 2 Participants 10%
- 3 and above Participants 15%

To Register:

Call us on (03) 9421 2444

[Click Here to Register Online](#)

Location:

All courses are conducted on our premises
3 Prince Patrick Street, Richmond Melbourne

[Click Here to View all of our Short Courses and Public Shedule](#)

This is a partner product with our good friends at

