Dealing with the Tough Stuff

How to achieve results from key conversations

Course Duration – 1 Day

Course Cost – $750 pp

CLF level Alignment

| CLF 1-4 | CLF 5-7 | CLF 7-9 | CLF 10+ |

MMDF Alignment

| Managing Self | Managing the Business | Managing the Team |

Prerequisite

N/A

Overview

Dealing with the Tough Stuff is a program designed to create a high-performing feedback culture within an organisation and develop the wellbeing and leadership skills of their leaders. The program dives deep into the science of behaviour, and how to de-personalise conflict and ultimately improve performance in the workplace.

Who should attend this course?

This course is for anyone who wants to handle workplace conflict and provide robust and productive feedback. Whilst improving the communication skills of all staff and shift culture change within the workplace.

Learning Outcomes

Create a culture where challenging other's ideas and behaviours is encouraged. To improve trust amongst colleagues and equip individuals with the tools to overcome interpersonal challenges and relationships within the workplace.

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Learn About:

- The science of conversation ratios
- Effective verbal language
- Science of body language
- Science and psychology of behaviour
- Managing behaviour, not personality (people)
- Methods of communication
- Traits v Behaviours

Learn To:

- Depersonalise feedback
- Enhance leadership capability through managing and improving behaviours in others
- Identify antecedents of behaviour
- Avoid language that cause conflict
- Have productive performance conversations
- Awareness of interpersonal behaviours and triggers
- Apply 3-point communication

Topics covered from the Middle Management Development Framework

- Understanding team dynamics
- Creating a strong team culture to motivate & inspire
- Conflict resolution

How to enrol?

Click here to download OCPE Course Enrolment Form.

Email completed forms to: swpd.ocpe@nt.gov.au

To find out more about this course contact:

Office of the Commissioner for Public Employment

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