




**GLOBALNET ACADEMY**

**HAVING CHALLENGING  
CONVERSATIONS  
ONE DAY WORKSHOP**

*"Difficult conversations are almost never about getting the facts right.  
They are about conflicting perceptions, interpretations, and values."*

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**2023**

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# HAVING CHALLENGING CONVERSATIONS

This one-day short course teaches participants how to engage in challenging conversations effectively and confidently. Participants will learn how to handle these types of discussions to get the greatest results while preserving good working relationships. We will explore the stages of a challenging conversation, including how to prepare, plan, carry out, and follow up a challenging conversation. Participants will learn how to practise and improve their conversational abilities by putting them into practice.

Leadership and other human skills are transferrable, whether you're a two-person business or a member of a large conglomerate. This workshop will help you develop components of those human skills needed to effectively manage the performance of others.

The workshop will include takeaway tools, tips, checklists and recommendations, to help participants continue to improve their ability to engage in difficult conversations and embed what they have learned into their personal and professional lives.

## TARGET AUDIENCE

This course is suitable for team leaders, supervisors and staff in the private, public and non-profit sectors who need to manage the performance of others and are required to have challenging conversations from time to time.

## WORKSHOP HIGHLIGHTS

- What constitutes a challenging conversation
- Why we must have them
- Understanding emotional triggers and those of others
- Preparing for challenging conversations
- How to engage in a challenging conversation
- Managing the effects of a challenging conversation

## WORKSHOP OUTCOMES

- Learn how to better overcome your own resistance to having challenging conversations
- Learn how to manage conflict and strong emotions in challenging conversations
- Learn how to prepare for and follow up after a challenging conversation.



# ABOUT US

GlobalNet Academy is a small, Tasmanian based Registered Training Organisation, specialising in leadership and management training. With over 20 years experience in the industry, we support individuals and businesses to upskill and develop their core leadership and management skills.

## WHY US

Our face to face training helps participants develop their problem solving, critical thinking and leadership abilities to build and reinforce the human skills they need to adapt and change as your business does.

## BUSINESS BENEFITS

- Improved individual and team behaviours and accountability
- Improved workplace communication and collaboration
- Reduced organisational risk and stress
- Improved workplace culture and wellbeing





# NON ACCREDITED WORKSHOPS

GlobalNet Academy offers a range of one-day workshops that are perfect for anyone who wants to learn a new skill or expand their knowledge in a specific area. These workshops are designed to provide hands-on, practical training that can be applied in the workplace.

Please feel free to reach out to us for more information, we look forward to hearing from you !



## CHALLENGING CONVERSATIONS

Learn to engage in challenging conversations effectively and confidently. How to handle these types of discussions to get the greatest results while preserving good working relationships.



## COMMUNICATE EFFECTIVELY

Learn to engage in more effective communication. Explore communicating frameworks, methods, tools and techniques to help you communicate more effectively.



## EMOTIONAL INTELLIGENCE

Learn to apply empathy, how to understand, control, and express their emotions using the appropriate language, and to be able to practice EQ skills to help better manage stress and conflict.



## MANAGING PERFORMANCE

Learn how to create standards, manage expectations, and hold people accountable so they may become a more effective manager of people.



## EFFECTIVE TEAMS

Learn how to engage and work collaboratively with others to lead and manage a team.



## TIME AND TASK MANAGEMENT

A toolkit of practical ideas and techniques to help you become more productive and feel more in control of your daily life. Learn the fundamentals of what it means to "manage time"



## BUDGETING FOR TEAM LEADERS

Explore the fundamentals of budgeting including budget allocations, setting targets, understanding variances, forecasting and evaluation techniques, and managing budget risk.