

# Course Outline

“think  
learn?  
succeed”

“smart training for clever people”

## 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

### What others have said about the course...

**‘This has been a very useful refresher of material, with some handy perspectives on different approaches’**

Deb. Juvenile Justice 2013

**‘Eleanor had well researched our organisation and individual needs to determine the content of our course to make it relevant. The course was well presented’**

Caroline. Autism Spectrum 2013

**‘Thought provoking, interesting, fun, exciting’**

Alexis. Woollahra Council 2013

**‘Very knowledgeable. Great course convenor. Kept it very interesting all day’**

Marena. University of Wollongong 2013



Book your training NOW

Call Eleanor Shakiba on 0433 126 841

Download course information at [www.thinklearnsucceed.com.au](http://www.thinklearnsucceed.com.au)