

Tough Conversations™ for Early Years

*PL points apply

ADDRESSING DIFFICULT EMOTIONAL ISSUES WITH STAFF AND PARENTS

PROFESSIONAL LEARNING COURSE

WHAT'S INCLUDED

- Training in how to conduct tough conversations™ using a script to achieve accountability.
- A training manual containing course notes.
- A certificate of completion.
- Lunch and refreshments for face to face deliveries.
- A terrific opportunity to spend time with other leadership teams.

EXPECTED LEARNING OUTCOMES

- Improved knowledge of how to negotiate a solution to a problem using a scripted mediation process.
- Greater ability to remain neutral when someone becomes frustrated or upset and to manage their emotional distress.
- Key ideas to progress the conversation towards a pre-planned outcome.
- Practical demonstrations of how early years educators can manage difficult behaviour in others. Learn what to do and say to achieve better outcomes.
- Readings and literature for follow-up research.

LESSON FRAMEWORK

- Why people overreact.
- Self-control factors in adults and young people.
- How 'frustration tolerance' develops in people.
- What to tolerate: how to sort what you let go and what needs your attention.
- What people will do if you challenge them.
- A step-by-step process to address a problem.
- How to tame tigers: effectively dealing with offensive behaviour.
- A video demonstration of the concepts applied to a tough conversation.

TOUGH CONVERSATIONS™ FOR EARLY YEARS MEETS THE FOLLOWING NQF STANDARDS

Standard 4: Staffing Arrangements
Standard 6: Collaborative partnerships with families and communities
Standard 7: Leadership and service management.

Element 4.2: Educators, co-ordinators and staff members are respectful and ethical.
Element 4.2.1: Professional standards guide practice, interactions and relationships.
Element 4.2.3: Interactions convey mutual respect, equity, recognition of each other's strengths and skills.
Element 6.1: Respectful and supportive relationships with families are developed and maintained.
Element 7.1: Effective leadership promotes a positive organisational culture and builds a professional learning community.
Element 7.1.3: Every effort is made to promote continuity of educators and co-ordinators at the service.
Element 7.2.2: The performance of educators, co-ordinators and staff members is evaluated and individual development plans are in place to support performance improvement.

ABOUT

THE COURSE CREATOR **Michael Hawton, MAPS.**

Michael Hawton is a psychologist, trained teacher and author. He has worked as an expert witness in The Family Court of Australia and The NSW Children's Court. He is a highly experienced mediator and has developed several nationally recognised parenting, practitioner and teacher PL courses.

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