

TOUGH  
CONVERSATIONS™  
FOR FRONTLINE  
STAFF

# Tough Conversations™ for Frontline Staff

MANAGE DIFFICULT, EMOTIONAL OR HOSTILE SITUATIONS

ONE-DAY PROFESSIONAL DEVELOPMENT FOR ADMINISTRATIVE OFFICERS  
IN SCHOOLS, COUNCILS AND SERVICE ORGANISATIONS

## LESSON FRAMEWORK

- Why people overreact.
- Self-control factors in adults.
- How 'frustration tolerance' develops in people.
- What to tolerate: sorting out what behaviour to let go and what needs your attention.
- A step-by-step process to address a problem.
- Three scenarios and how to record the facts of the matter to pass onto superiors.
- How to deal with people who come already heightened and how to manage someone who gets upset mid-conversation.
- How to tame tigers – effectively dealing with offensive behaviour and what to say to defuse strong emotions.
- A video demonstration of the concepts applied to a tough conversation between a member of the public and frontline staff.

## FOR MORE INFORMATION...

[www.parentshop.com.au/professionals/tough-conversations-for-frontline-staff](http://www.parentshop.com.au/professionals/tough-conversations-for-frontline-staff)

\*Please note that this is not a train-the-trainer course and it is not designed for the subsequent on-training of others in your workplace.



## EXPECTED LEARNING OUTCOMES

- Reasonable expectations to hold about a persons ability to exert self-control so that you can respond appropriately.
- An understanding of what constitutes 'normal' versus 'abnormal' in behaviour.
- How to describe a problem using a template approach.
- Important conflict resolution one-liners to recall when managing a tough conversation.
- What the research is saying about great customer service and satisfaction.
- What you can do to assist someone to regain control.
- How to factually and reliably record an incident in the case of further reporting.
- Practise at completing the re-useable worksheets.

## WHAT'S INCLUDED

- A certificate of completion.
- Workbook for use at the training course.
- PD points for accreditation with your respective professional associations.
- Knowledge and procedures to introduce and implement Tough Conversations™ for Frontline Staff in your daily routine.
- Resources to assist with planning and holding a tough conversation.

## WHAT PROFESSIONALS ARE SAYING...

- A fantastic, useful day. Full of well thought-out and researched material as well as lots of practical ideas to try out straight away. Beneficial training for staff in any workplace. **JOANNE BURNS, CANBERRA GRAMMAR SCHOOL**
- This course was extremely relevant and useful. The skills learned will be of great value when having tough conversations with both clients and staff. I thoroughly enjoyed the day and have walked away with a skill set I didn't have before. **LEAH GRANT, RELATIONSHIPS AUSTRALIA**
- This course provided real skills which translate to real world situations. A highly valuable course. I would highly recommend this to anyone in a customer service role. **HELEN CRANE, THE LAKES COLLEGE**

Contact our experienced team at Parentshop® to discuss your in-house training requirements.

0466 820 147 | [service@parentshop.com.au](mailto:service@parentshop.com.au) | [www.parentshop.com.au](http://www.parentshop.com.au)