

Tough Conversations™ in Child Protection

*PD points apply

PARENTING CAPACITY CONVERSATIONS WITH PARENTS IN THE CHILD PROTECTION SYSTEM

PROFESSIONAL DEVELOPMENT COURSE

WHAT'S INCLUDED

- Training in how to conduct difficult 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 networking opportunity.

EXPECTED LEARNING OUTCOMES

- Identify and clearly articulate the strengths and deficits in parents' caring capacity so that parents have a clear future work plan.
- Comprehensively gather information for holding a factual tough conversation so that as many facts (as can be reasonably gathered) can be brought to bear in conversations with parents.
- Defuse antagonism during a tough conversation while holding a firm line.
- Identify the important 'dashboard' markers for parents so that everyone has clarity about what is expected within a given timeframe.

Please note that this is not a train-the-trainer course and it is not designed for the subsequent on-training of other workers back at your workplace.

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.

LESSON FRAMEWORK

- Why people overreact.
- Self-control factors in adults and young people.
- How 'frustration tolerance' develops in people.
- What to tolerate: sorting out what to 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 between a child protection worker and a parent.

HAVE US TRAIN YOUR WHOLE TEAM

*Talk to us about convenient and cost effective in-house training for your staff in your school.
Email: service@parentshop.com.au