

# Tough Conversations™ for Frontline Staff

\*PL points apply

MANAGE DIFFICULT, EMOTIONAL OR HOSTILE SITUATIONS

## PROFESSIONAL LEARNING COURSE

### WHAT'S INCLUDED

- Training in how to conduct difficult conversations using a script to achieve accountability.
- A training manual containing course notes.
- Re-usable worksheets to prepare for a difficult conversation.
- A certificate of completion.
- Lunch and refreshments for face to face courses.

### EXPECTED LEARNING OUTCOMES

- Reasonable expectations to hold about a person's 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.

### 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.

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

### 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](mailto:service@parentshop.com.au)

### 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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