



# Tough Conversations™

**HOLDING STUDENTS, PARENTS OR STAFF ACCOUNTABLE FOR BAD  
BEHAVIOUR AND BREACHED EXPECTATIONS**

**ONE-DAY PROFESSIONAL LEARNING FOR SCHOOL PRINCIPALS AND EXECUTIVE TEAMS**

## EXPECTED LEARNING OUTCOMES

- Improved knowledge of how to negotiate a solution to a problem using a scripted mediation process.
- Better understanding of how to be less affected by someone becoming frustrated and how to manage their emotional distress.
- Strategies to progress the conversation towards a pre-planned outcome.
- Practical demonstrations of principals and school leaders managing difficult parent and staff behaviour, including what to do and what to say to achieve better outcomes.
- Readings and literature for follow-up research.

Partnered with



Partnered with



## 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 parent and a principal.

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.



## WHAT PRINCIPALS AND SCHOOL LEADERS ARE SAYING...

■ One of the best training sessions I have attended in over 20 years. The blend of education and psychological skills make the day pass quickly. The role plays were excellent because they provided insight into real life situations.

**JANETTE ATCHISON, WOODCREST STATE COLLEGE**

■ Almost on a daily basis, principals and school leaders are confronted by the need to hold tough conversations. Whether with parents, students or staff we can hardly look forward to them. What we can do though is be equipped and prepared to manage these conversations and get the best possible result – without too much stress.

**DENNIS YARRINGTON, PREVIOUSPRESIDENT, APPA**

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

**02 6680 8910** **service@parentshop.com.au** **www.parentshop.com.au**