

**TOUGH  
CONVERSATIONS™  
FOR SCHOOL  
LEADERS**

**Parentshop**  
lifelong behaviour change

# Tough Conversations™ for School Leaders

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

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

## 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.



**FOR MORE INFORMATION...**  
[www.parentshop.com.au/professionals/  
tough-conversations-for-school-leaders](http://www.parentshop.com.au/professionals/tough-conversations-for-school-leaders)

## EXPECTED LEARNING OUTCOME

- 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.

## WHAT'S INCLUDED

- A certificate of completion.
- Workbook for use at the training course.
- PL points for accreditation with your respective principal associations.
- Knowledge and procedures to introduce and implement Tough Conversations™ for School Leaders.
- Resources to assist with preparing and holding tough conversations.

**\*RECOMMENDED BY THE FOLLOWING ASSOCIATIONS FOR THEIR MEMBERS:**



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

- Tough Conversations provides insight into what makes the conversations so tough; how to prepare, manage and prosper through those conversations; and then come away feeling energised with an issue resolved and/or a meaningful plan in place. People report feeling much better within themselves when they have this training to draw on; which also means that they don't feel like they are personally in a firing line anymore! Everyone benefits.

**MALCOLM ELLIOT, PRESIDENT OF THE TASMANIAN PRINCIPALS ASSOCIATION**

- 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, PREVIOUS PRESIDENT, APPA**

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

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