



CORPORATE  
**HR TRAINING**

## Course Outline

# EAT THAT ELEPHANT

## HAVING SUCCESSFUL AND DIFFICULT CONVERSATIONS

### Audience

This workshop is for all government and corporate organisations that have mid-level leaders and managers. Providing essential skills to manage staff and have difficult conversations addresses conflict, complaints, team culture and performance risk.

### Delivery, location & fees

Best delivered face-to-face, this intensive workshop focuses on practical and experiential learning allowing supervisors to immediately implement strategies. We travel to any location in the country. Contact us for a quote to meet your needs.

### What you will learn

- What conflict is and why it's so hard to manage
- Understanding yourself and your staff using the DISC model
- The essential communication skills for supervisors to effectively lead teams
- Managing aggressive and difficult staff, including performance and conduct management
- Having the difficult conversation; strategies for success
- Looking after you own and others psychosocial health