

COUR101

Courageous Conversations in a Care Leadership Environment



'Having that conversations that you've been putting off may indeed change your work environment for the better. You would be surprised that opening a dialogue can actually bring the change you've been seeking'

Communication is key to ensure good working relationships between manager and employee. Two-way conversations are vital whereby both parties interact and information is passed back and forth which results in successful outcomes. This program has been developed to assist leaders in having the 'hard' or 'difficult' conversations that often don't occur because it takes courage to bring up certain topics.

Courageous Conversations can be overwhelming but once a leader has the skills and experience and most importantly the confidence to address any workplace issue, they immediately see the benefits for both themselves and the employee. We follow a step by step guide to having conversations within a Care Environment that have meaningful outcomes for both parties and create an environment of trust and improved workplace culture.

Seminar Overview

- Definition of a courageous conversation.
- Why we avoid them.
- What are the negative impacts when we don't focus on good communication.
- Personal brand of a leader, do you want to be a revered leader or a weak leader?
- Having the conversation, tips, tricks and the magic formula.
- Why people can have overwhelming reactions, how do we manage this.
- Follow up on conversations, why it's important to continue talking.
- Outcomes to expect.
- Keep doing the work – it doesn't stop here.
- Ensuring your wellbeing before, during and after these conversations.

Need to send a few people to this seminar?

Register 5 or more seats and receive a \$50 discount per person

Suggested Participants

- Team leaders
- Supervisors
- Managers

The content is suitable for leaders within:

- Aged Care
- Disability
- Allied Health
- Community Services
- Childcare

Seminar Cost

Webinar

\$249 +GST per participant

Seminar

\$199 +GST per participant

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1300 07 55 11

info@carecfo.com.au

www.carecfo.com.au

