## Navigating Difficult Conversations

19 Jun | Online



# Strategies, tools and frameworks for effective communication in challenging situations

- Identify and address barriers hindering difficult conversations
- Develop practical strategies for effective communication
- Enhance conflict resolution skills, define objectives, and stay solution-focused
- Craft a personal action plan to apply your newfound skills in various real-world scenarios

## THE AGENDA

### Workshop

19 JUN | 9:00 - 12:30

#### Preparing for challenging conversations

- Identify the barriers that prevent people from having difficult conversations
- How to build rapport and why it is important
- Strategies for effective communication

#### Tackling conflict and promoting collaboration

- Develop your conflict resolution skillsDefine your objective and remain
- Define your objective and remain solution-focused
- Create an action plan for real world scenarios

## YOUR FACILITATOR

Caroline New is a highly experienced executive coach and leadership facilitator who has spent the past 18+ years working with executives across the ICT, business and government sectors to develop their leadership capabilities, build high performing teams and communicate with impact and influence. Caroline draws on a range of coaching tools, methodologies and leadership frameworks to tailor her approach for different clients, enabling her to deliver significant results from each coaching engagement.



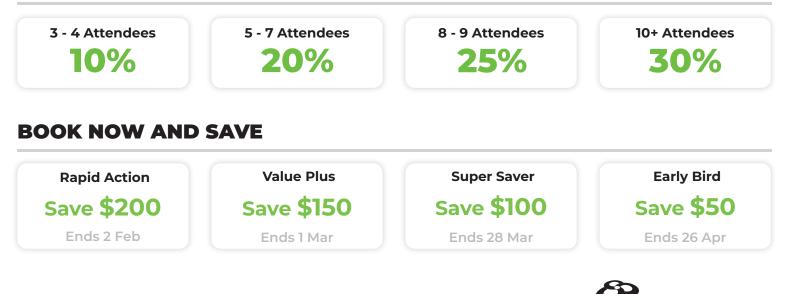
#### **Caroline New** Leadership Trainer, Executive Coach/Assessor & Corporate Communications Consultant

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## **GROUP DISCOUNTS**



#### **Navigating Difficult Conversations**

#### 19 Jun 2024 | Online

## **BOOKING FORM**

Event Reference: NDC0624A - O Priority Code: I

#### i Registration Information

Organisation Name								
Add	ress				Suburb		State	Postcode
Boo	Booking Contact Information							
Title	Full Nam	e	Position		Email		Phone	
	Delegate In	formation						
#	Title	Full Name or TBA		Position				Email
1								
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#### 🕋 Pricing

Ends 2 Feb		Ends 1 Mar	Ends 28 Mar		Ends 26 Apr		
Rapid Action Save \$200		Value Plus Save \$150	Super Saver Save \$100		Early Bird Save \$50	Standard Rate	
<b>\$499</b> +gst = \$548.90		<b>\$549</b> +gst = \$603.90	<b>\$599</b> +gs	st = \$658.90	<b>\$649</b> +gst = \$713.90	<b>\$699</b> +gst = \$768.90	
GROUP	3 - 4 attendees	5 5 - 7 attendees	8 - 9 attendees	10+ attendees	No. of Attendees	Total incl. GST	

Conditions: Group Discounts apply for bookings made simultaneously. Only one discount applies. Group discounts apply to standard rates only. Group discounts are not applicable to Rapid Action, Value Plus, Super Saver and Early Bird rates. Discounts cannot be applied retrospectively and must be claimed at the time of booking. Liquid Learning Group reserves the right to have sole discretion on an organisation's eligibility for discounts. Note: All prices listed in Australian Dollars. Course materials included. Registration Options are per person only.

#### Payment Details

Name

Email

Credit Card	Credit Card Details - Please charge my credit card for this registration: Card Type 🗌 Visa 📄 MasterCard 📄 American Express	Electronic Funds Transfer (EFT) Please transfer funds directly to: Westpac Account Name: Liquid Learning Group Pty Ltd BSB: 032 002 Account No: 407 273 SWIFT Code: WPACAU2S Amount Please quote ref NDC0624A - O
Cheque (payable to Liquid Learning Group Pty Ltd) Electronic Funds Transfer	Note: 2% surcharge applies to American Express payments	
Please invoice me:	Card Number	
Purchase Order No. #	CVV Full Name as on card	
	Cardholder's Contact Number Signature X	<ul> <li>and registrant name</li> </ul>
Ø Authority	Authorising Manager's Details: This	s registration is invalid without a signature

## X

Phone

Signature

#### Email this form to: registration@liquidlearning.com.au or Call us on: +61 2 8239 9711

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Date

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