

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 skills
- 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
Quantum Values

GROUP DISCOUNTS

3 - 4 Attendees

10%

5 - 7 Attendees

20%

8 - 9 Attendees

25%

10+ Attendees

30%

BOOK NOW AND SAVE

Rapid Action

Save \$200

Ends 2 Feb

Value Plus

Save \$150

Ends 1 Mar

Super Saver

Save \$100

Ends 28 Mar

Early Bird

Save \$50

Ends 26 Apr

Call +61 2 8239 9711 **Priority Code - I**

i Registration Information

Organisation Name

Address Suburb State Postcode

Booking Contact Information

Title Full Name Position Email Phone

Delegated Information

#	Title	Full Name or TBA	Position	Email
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				

Pricing

Ends 2 Feb

Rapid Action
Save \$200

\$499 +gst = \$548.90

Ends 1 Mar

Value Plus
Save \$150

\$549 +gst = \$603.90

Ends 28 Mar

Super Saver
Save \$100

\$599 +gst = \$658.90

Ends 26 Apr

Early Bird
Save \$50

\$649 +gst = \$713.90

Standard Rate

\$699 +gst = \$768.90

GROUP DISCOUNTS

3 - 4 attendees
10%

5 - 7 attendees
20%

8 - 9 attendees
25%

10+ attendees
30%

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.

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 - Please invoice me:
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Card Type Visa MasterCard American Express

Note: 2% surcharge applies to American Express payments

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Please transfer funds directly to:
Westpac Account Name: Liquid Learning Group Pty Ltd
BSB: 032 002
Account No: 407 273
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Amount

Please quote ref NDC0624A - O and registrant name

Authority

Authorising Manager's Details: This registration is invalid without a signature

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