

1- DAY WORKSHOP OR 2
MODULES AND FOLLOW UP

Annette **GRAY**
CONSULTING

A SOLUTION FOCUS APPROACH TO TOUGH CONVERSATIONS

Tough conversations are something that many leaders avoid. Why? Because many haven't experienced a good role model who has conducted a tough conversation well, or perhaps they have been the recipient of a tough conversation that was handled badly.

Leaders who attend this 1 day program learn how to tackle tough conversations head on, with empathy, respect and in a way that maintains the relationship and actually changes behaviour. And gain real live feedback from others on the impact you have on others. (if you're brave!)

WHO IS IT FOR?

Middle managers, senior managers, team leaders and HR professionals.

WHAT WILL LEADERS GAIN?

- Confidence to actually have the tough conversations and not avoid them
- An understanding of how to have a tough conversation in a way that maintains the relationship and actually changes behaviour
- An ability to be resilient and flexible with whatever emotion the feedback receiver responds with
- Some feedback from other participants of your impact of interacting in the group (if you are brave!)

WHAT IS COVERED?

- A clear model of how to take a coaching approach to tough conversations
- You will see examples of tough conversations modelled based on the different power roles participants may encounter e.g. their immediate manager, a peer, an employee
- Lots of practice providing tough feedback with people in different power roles
- The art of receiving feedback well
- How you need to "show up" for the conversation – your "way of being"
- Being clear on your own boundaries around what is acceptable and not acceptable behaviour and how to voice that constructively

AFTER WORKSHOP SUPPORT

1. **Check in Sessions** - to provide ongoing support that makes learning stick
2. **Coaching Circles** - Work with other participants to share learnings and practice new skills
3. **Review Session** - to determine the impact of the program

PRE-REQUISITE: Leaders must have attended the Leader as Coach program prior to attending this program.

This program is a life skill, it's a way of being which positively impacts on all aspects of life including one's both mental and physical health. "Thank You" for making this program so simple & enjoyable, yet so powerful. Annette I am in awe of your listening skills, of the many positive takeaways. I will forever remember you as the "embodiment of excellent listening skills.

Aarti, Records Support Officer Government department



ABOUT THE FACILITATOR

Annette Gray is an experienced and insightful coach, facilitator and speaker on solution focus coaching and mentoring. Her passion is in developing managers and leaders by helping them to be more coach like in all their conversations that will help their team achieve change fast.

Along with her tertiary qualifications Annette has completed a Solution Focused Business Professional Certificate at the University of Wisconsin (and recently was a fill in course instructor on this program).

She is also a Professional Certified Coach with the International Coaching Federation, a Senior Practitioner Coach and Assessor with the European Mentoring and Coaching Council. Annette has trained over 7,500 people in coaching and mentoring and conducted over 1,400 hours of executive coaching.

WANT TO FIND OUT MORE?

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