

# A COACHING APPROACH TO MANAGING CHALLENGING CONVERSATIONS



## OTHERS SAY...

“Thank you for a very practical and useful day.”

**Peter Green** Principal  
*St Patrick's Primary School NSW*

“A valuable tool for all.”

**Mark Redman** TAS Coordinator  
*Catholic Schools Office NSW*

## 1 DAY ADVANCED PROGRAM

# FOR LEADERS AND MANAGERS WHO HAVE EXPERIENCE USING THE 'GROWTH MODEL'

Giving open, honest, timely feedback is one of the most important roles a leader plays. It's also possibly the number one area where a leader can get derailed.

This program is designed to enhance confidence and skills in leading challenging conversations in a range of school contexts by providing a practical, conversational structure for achieving constructive solutions where all parties feel heard and respected.

It is for those seeking to effectively lead with teams, peers and more senior school and system leaders.

## THIS PROGRAM IS DESIGNED TO:

- Develop an understanding of the value of giving difficult feedback re: behaviour, attitude and performance
- Identify strategies for providing positive feedback and recognition
- Develop strategies for bringing emotional intelligence to interactions to maintain self-esteem and respectful relationships
- Explore typical workplace scenarios requiring honest, courageous feedback using practical tools & resources

This program can be run in-house for schools or groups

## PREREQUISITE:

*Introduction to Leadership Coaching or Coaching Accreditation Program (CAP) Phase 1-3*

Enhancing the quality of conversations in education communities



Completion of the one-day A Coaching Approach to Managing Challenging Conversations program addresses the following domains and standards for Lead teacher from the Australian Professional Standards for Teachers as published by the Australian Institute for Teaching and School Leadership (AITSL): 1.2.4, 1.5.4, 2.1.4, 2.2.4, 2.5.4, 3.2.4, 3.3.4, 3.6.4, 4.2.4, 5.2.4, 5.4.4, 6.1.4, 6.2.4, 6.3.4, 6.4.4



Completing the A Coaching Approach to Managing Challenging Conversations one-day program will contribute 6 hours of NESA Registered PD addressing 3.5.4; 3.7.4; 4.1.4; 5.2.4; 6.3.4; 7.1.4; 7.2.4; 7.3.4 from the Australian Professional Standards for Teachers towards maintaining Lead Teacher Accreditation in NSW.

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