

# DEALING WITH THE TOUGH

How to deliver results from critical conversations

## What are the tough conversations for you?

Recent research shows feedback discussions are the least enjoyed management task second only to firing someone. (source: Gallup)

So how have we got to this point? How has having a direct, real and necessary conversation with staff, clients or suppliers become so hard? In a nutshell, we have been shown processes without considering the human element in the discussion.

In this one-day learning program you will learn the science of human behaviour, non-verbals and advanced communication techniques designed to:

- de-personalise tough feedback
- uncover some root causes of difficult behaviour
- craft behaviour modification strategies
- avoid the language that causes conflict
- help you get clear with your requests
- show you the best way to be assertive in any situation

Dealing With the Tough Stuff can show you how to not only survive the tough conversations, but to thrive within them, leading to:

- more productive performance discussions and
- substantially less conflict.

## About Blythe Rowe



Widely recognised for her ability to shake things up, Blythe is brilliant at revving-up productivity & performance.

Blythe is the author of the book "Bullies, Blamers, Bludgers" and a speaker specialising in developing leaders at all levels of business.

Her passion, energy and enthusiasm is infectious. Combine these with her expertise in people leadership and her ability to 'deal with tough stuff', in a fun, yet pragmatic way, will prove the perfect ingredients to inspire you and your team into action.

*"As a HR consultant I can use this in my dealings with staff and managers; enjoyed the practical tips and examples. Will be passing on this information when providing advice. Will also include this information in our internal workshops. Thanks."*

Jackie Britz, PowerWater

*"An excellent mix of theory to get you thinking, and practical insights for application in the workplace."*

David Hoey, Australian Institute of Management

*"Fabulous workshop, full of really useful information and a very positive perspective on humanity as a whole."*

Kerry Sims, Department of Health

[www.toughstuffprogram.com](http://www.toughstuffprogram.com)



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