

MASTER THE ART OF DIFFICULT CONVERSATIONS



How to Improve Challenging situations in just One Conversation

You will learn how to:

- ✓ Stop avoiding hard conversations
- ✓ Give effective feedback at work and at home
- ✓ Have more confidence to say what you think and get a good result
- ✓ Confidently deal with issues early
- ✓ Improve workplace relationships
- ✓ Motivate others
- ✓ Understand why some people are more difficult and what to do about it
- ✓ Deal with difficult customers / clients
- ✓ Develop your own personal toolbox to deal with difficult conversations

ALL THIS FOR ONLY **\$497** INCL GST

BOOK NOW!

Don't avoid difficult conversations any longer!
Secure your seat now

1300 707 481

This is the last Master Class for 2014!

Start 2015 with the skills you need to succeed!

Are you a Manager or Business owner?

Do you need to Deal with Difficult People / Customers / Clients or Colleagues regularly?

Do you ever find yourself avoiding difficult conversations?

Do you want clear, tried and tested Communication strategies to improve your challenging situations in just one conversation? Then this Master Class may be for you.

In difficult conversations do you?

- Lack confidence?
- Say "Yes" when you should say "No"?
- Avoid the topic?
- Become anxious at the thought of the conversation?
- Worry that you will make things worse?

If you need to:

- Regularly give feedback
- Deal with difficult People / Customers / Clients
- Stop avoiding difficult conversations and get more done!

Then you need to Master the Art of Difficult Conversations



Join Kylie Warry for the last Master class for 2014.

Your facilitator, Kylie Warry is Director of Teamology and a Communications Strategist. She works with real people to get real and effective results. She has been where you are and has learned how to have those difficult conversations and get a better result!

What have past delegates said?

"I had loads of fun and I felt much more confident to deal with such a common problem" **Sue**

"I loved learning how to be assertive"
James

"I learned what I find most difficult and how to deal with it more effectively"
Belinda

HOW TO BOOK

Email your interest to enquiries@teamology.com.au

Book online at www.teamology.com.au/courses/madc

When: Wednesday
12th November, 2014

Time: 9.30am to 4.30pm

Where: Sydney CBD



TEAMOLOGY