

# Course Outline

# PRIMEXL

Excelling People. Excelling Organisations.

## Difficult Conversations

### Our Vision

At PRIMEXL we aim to be the partner of choice in the creation of better organisations and better lives.

### Our Values

We value:

- **Meaningful relationships**
- **Premium quality services**
- **Innovation** – we are always looking for ways to add more value to our clients
- **Accountability for our performance**

For more information about our suite of solutions, please contact:

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**Difficult conversations** are avoided or attempted every day. Being able to master the conversations that others avoid will increase your personal capability in dealing with the tougher situations and allow you to be more effective. Build your credibility with peers, colleagues and your Manager for having the conversations that other are not prepared to have.

**Difficult Conversations** develops insights to resourceful thinking, planning and actions for having the conversation more confidently and effectively. Not having the conversations can lead to breakdown of trust and work relationships. Ultimately the result is prolonged ineffective performance, absenteeism, disengagement, turnover and personal stress.

**Perfect for people leaders or technical staff**, participants will be more confident having difficult conversations with staff, colleagues or Managers and other departments or external providers that aren't meeting expectations.

#### The half day workshop:

- Teaches how we can address difficulty differently than we have in the past for more effective outcomes;
- Teaches how to reduce difficulty level by application of methods and tools to make the conversations easier.

#### Includes:

- A pre-reading article;
- Facilitation half-day workshop;
- Workshop manual;
- Options include one coaching session to prepare for a difficult conversation to draw out the learning for the next occasion.