



## Leading Conversations

The ability to hold constructive leadership conversations, even in the face of challenging and emotional behaviours, is one of the essential interpersonal skills for leaders. Yet we know that many leaders may avoid certain conversations, which have the potential to be 'difficult' with a hope that the behaviour and the 'personalities' will just resolve in time. Often the result is escalating concerns in behaviour, performance or wellbeing and negative impacts on morale and engagement, where staff believe the 'leader is not managing the situation'.

Whether a senior leader, middle manager or front-line supervisor, our staff expect better from us when it comes to the conversations we have.

At the completion of this session, participants will be provided with:

- An understanding of the common conversation scenarios that typically concern leaders
- The capacity to identify barriers to engaging early in important conversations
- Strategies for building tactical composure in the 'heat of the moment' – refresh, regulate & reframe
- Tips for holding the 3 most common leadership conversations – giving feedback/direction, receiving and responding, building connection/relationships
- A practical tool for improving your leadership conversations – the iLEADS model

During this interactive session you will have the opportunity to reflect on and discuss your own challenging conversations as a leader. We will examine why leaders often hesitate to engage in the important conversations and provide you with the strategies and practical tools to improve your leadership confidence and capability in this area.

### Session Details

**Date:**

Thursday 4 April 2019

**Location:**

Marriott Hotel  
515 Queen St,  
Brisbane

**Session Time:**

8:45am arrival for 9:00am start.  
Session will conclude at 11:45am.

Attendance at the Forum is complimentary and will include breakfast.

**Please RSVP to:**

Tom Hatch on 03 8632 9952 or  
email [thatch@dfp.com.au](mailto:thatch@dfp.com.au)

**by Thursday 28 March 2019**

**dfp.com.au**

#### The Facilitator



Greg Dean is a Director with YES Psychology & Consulting. He is an Organisational Psychologist with more than 26 years of experience in both private and public sectors throughout Australia and the Middle East. With qualifications in both organisational psychology and business, Greg has high level experience in designing, implementing and managing initiatives in the areas of leadership development, talent development & retention, organisational culture, strategic planning, high performing teams, conflict resolution and wellbeing.