



TOUGH CONVERSATIONS™

2016 ONE-DAY PROFESSIONAL DEVELOPMENT COURSE - **BOOK NOW FOR 2016**

This training course will help you to achieve better outcomes in difficult conversations with parents, staff and students.

KUALA LUMPUR | Saturday February 13 2016
#21 Jalan 1, Taman Tar, Ampang, Kuala Lumpur

SINGAPORE | Saturday March 19 2016
The Community Hall, Sunrise Gardens
51 Sunrise Ave, Singapore 806745

BANGKOK | Saturday March 5 2016
Nichada Lake Community Room (adjacent to International School, Bangkok) 39/1256 Moo. 3 Soi Nichada Thani, Amakee Road, Pakkred, Nonthaburi



What Australian school leaders are saying about the course

- *'Tough Conversations' equips you with a simple but robust process that enables effective conversations to take place.'* – Ruth Gravestain, Principal, Citipointe Christian College, NSW
- *'Michael's presentation was engaging, thought provoking and helpful. I have taken away many tips and resources that I will use and share with my staff. I look forward to attending another course soon!'* – Meaghan Wilson, Yagoona Public School, NSW
- *One of the best training sessions that I have attended in over 20 years. The blend of education and psychological skills make the day pass quickly. The role plays were excellent because they provided insight into 'live activities'. The group feedback was valuable and reflective for both principals and psychologists.'* – J. Atchison, Brisbane

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RATE CARD*

Scheduled courses

- Per person fee

Full Fee USD \$289

- Book 2 people & send a 3rd person FREE!

USD \$579

In-house courses- we come to your school

USD \$1999 (1-14 pax)

USD \$200 per person for each additional person

Register today! Simply download, complete and submit this form together with payment details.

*Terms & conditions (T&Cs) of enrolment apply. visit <http://international.parentshop.com.au/terms-conditions-scheduled-courses/> I agree to the T&Cs

Name Participant 1. _____	<input type="checkbox"/> Credit card (Mastercard/Visa) \$ _____
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TOUGH CONVERSATIONS™ - COURSE CURRICULUM

What's included:-

- A full day of training (8.30am-3.30pm) in how to conduct difficult conversations using a script to achieve accountability
- A text book and manual
- Lunch and refreshments
- A terrific opportunity to spend time with other leadership teams
- See curriculum details overleaf

Expected learning outcomes:-

- Improved knowledge of how to negotiate a solution to a problem using a scripted mediation process.
- Better understanding of how to remain less affected by someone becoming frustrated and how to manage their emotional distress.
- Key ideas to progress a conversation towards a pre-planned outcome.
- Practical demonstrations of principals managing difficult parent behaviour. What to do and what to say.
- Readings & literature for follow-up research.
- How to reduce stress in confronting encounters.

Lesson Framework:-

- Why people overreact.
- Self-control factors in adults and young people.
- How 'frustration tolerance' develops in people.
- What to tolerate: sorting-out what to let-go 'through to the keeper' and what needs your attention.
- Key principles of customer service management.
- What people will do if you challenge them.
- A step-by-step process to address 'a problem'.
- How to tame tigers- effectively dealing with offensive behaviour.
- A video demonstration of the concepts applied to a tough conversation between a parent and a principal.

About the presenters



Michael Hawton, MAPS. Program Author

Michael Hawton is a registered psychologist, trained teacher, author, international speaker, media commentator and father of two. Michael is one of Australia's foremost experts in managing children's difficult behaviour. He has 28 years' experience working with children and families including in his private practice, working with the United Nations in Seychelles, and the Family Court in Australia. Michael's parent education programs have been taught to over 110, 000 parents and professionals.



Rob Whiting B.A., Dip.Ed., M.Ed. Regional Master Trainer (South East Asia)

Rob Whiting is the Australian founder of Parenting Matters KL in Malaysia and is Parentshop's regional master trainer in South East Asia. Rob is a dynamic and engaging trainer with 33 years' experience as a teacher, school administrator and parent advisor in Australia, Indonesia (Pasir Ridge International School, Kalimantan and Mt Zagham International School in Irian Jaya) and Malaysia (International School of Kuala Lumpur).

TO REGISTER

EMAIL: Registration form with credit card details to:

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FAX: Registration form with credit card details to:

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POST: Registration form together with cheque/money order to:

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