

Courageous Conversations:

Practical Workshops for School Leaders, Principals, Deputy Principals, Leaders of Learning, Co-ordinators, Special Education Teachers and Middle Managers in Schools.

28th JULY 2011, BANKSTOWN SPORTS CLUB

4th August 2011, CAMPBELLTOWN CATHOLIC CLUB

19th August 2011, CANBERRA SOUTHERN CROSS CLUB, WODEN, ACT

Presenter: Dr Michelle Mulvihill,

Ph D, MA, M Ed, BA, Grad Dip Couns, MAPS, MAICD, MACEL, MAITD

There are times in every workplace when, as Leaders, it is necessary to engage staff members in conversations we would rather avoid. Leaving an issue alone in case it gets better all by itself is not a wise way to go if we are serious about developing our people and our school.

This workshop focuses on how to have courageous conversations so as to affect positive outcomes.

Key Objective:

To equip School Leaders and Middle Managers in Leadership Roles, with the knowledge and skills to effectively address difficult situations, and to confidently and professionally have appropriate discussions to achieve positive outcomes.

Learning Outcomes: At the completion of this program participants will leave with an understanding of and experience in:

- How to identify and manage their emotions in difficult situations;
- Moving on and maintaining positive relationships.
- The importance of responding not reacting
- Learning what it is that 'triggers' me;
- How to consider team needs and balancing their own individual needs;
- How to follow up...
- Preparing for difficult discussions with a co-worker
- Having courageous discussions with a group
- Performance Management and its hidden benefits;
- The appropriate use of and application of written and verbal communication; and

We will look at **the purpose** of a courageous conversation:

- To focus on reality (not the person) so as to find out what is really going on.
- To act as a catalyst for learning...we can both learn.
- To tackle tough challenges and set goals...just do it!
- To grow positive relationships...not to make things worse, more tense, more conflictual.
- To find a solution that is creative, innovative and realistic.

We will then learn and practice **the 3 step model** that develops a courageous conversation:

- **The Opening Statement** and the **7 steps** in opening the conversation
- **The Interaction Phase:** talking and listening and getting past the red herrings
- **The Resolution Phase:** agreeing to outcomes

Participants say this:

"The work that Michelle did on 'Courageous Conversations' was one of the most practical and helpful workshops/programmes I have participated in. My learning has enabled me to confidently approach challenging/difficult situations with a process/structure that is effective".

(Principal, DET, South West Region NSW).

"Everyone in leadership should do the Courageous Conversation workshop. It should be mandatory learning for all leaders in Schools in every School".

(Principal, St Patrick's Guildford.)

"Michelle Mulvihill is one of the most gifted presenters and facilitators I have ever encountered. If you take on Michelle, you take on a journey... where it leads to, you will never know..."

(Dr Leoni Degenhardt, Education Consultant)

"Michelle engaged our Middle managers in her Courageous Conversations for Teachers. Her teaching style is warm, respectful, challenging, inspiring, and motivational and she mixes humour with just the right tempo....we grew as a group and were left wanting more..."

(Principal, Carey Baptist Grammar, Melbourne)



Dr Michelle Mulvihill BA G Dip Couns MA (UNSW), M Ed (UTS) Ph D (UTS) MAPS MAICD MAM MAITD
Managing Director, The Corpsych Australia.

Dr Michelle Mulvihill is an Organisational Development Specialist and works widely within the education sector in Australia and New Zealand. Michelle is a Specialist Organizational Psychologist, and Innovator, who works mainly in education, with Schools and Universities.

Her recent Doctoral Dissertation in Human Resource Management relates to adult learning and the role of emotion at work. She is a Member of the Australian Psychological Society, ACEL, AICD, and AIM and sits on several not-for-profit Boards.

Michelle has developed leadership training programs for many different Schools and Dioceses in Australia including Principal Support Programs for the Wilcannia Forbes and Bathurst Diocese with on-line help available to Principals 24/7. These programs include workshops, 'Just In Time' training, coaching small regional groups and telephone assistance as well as providing on-line coaching and resource materials.

During the 1990s Michelle was the youngest Campus Director appointed to the North Sydney Campus at ACU. Michelle lectured in Psychology and Communications in the Business School and Education Faculty for ten years.

From 1995 – 2006, now self-employed, Michelle planned and implemented Leadership Programs for Principals and Assistant Principals in the Sydney Catholic Education Office's three regions and in numerous Private and Christian Schools. Prior to this, in 1999-2000 Michelle developed a similar program for the Wollongong Diocese. These Leadership programs were accredited by ACU as being the equivalent of one unit of academic work in the Masters in Educational Leadership Program.

At present Michelle is heavily involved in training and development of Leaders in the Department of Education NSW and particularly in the South Western and North Coast Regions of DET NSW. She acts as a 'coach' to leadership teams and middle management leaders in learning communities, particularly in understanding the concepts of emotional intelligence and in applying the skills needed. She also works closely with School Principals, and engages with some of these in one-on-one individual development.

Michelle has presented keynote addresses to education and human resource conferences in different parts of the world. Currently as adjunct Lecturer at the Macquarie Graduate School of Management and adjunct Senior Lecturer at the University of Technology Sydney (School of Adult Education), Michelle brings with her the latest in research into education, leadership and innovation in schools. During the past decade she has also consulted to companies such as Westpac, RailCorp, Qantas, Citibank, Department of Health and Ageing, Centrelink, and a wide range of not for profit organisations.

Dr Michelle Mulvihill
Level 5, Nexus Building,
Norwest Business Park
4 Columbia Court
Baulkham Hills NSW

T 02 9651 4708
F 02 9651 7053
M 0413 077 752
michelle@thecorpsych.com.au
www.thecorpsych.com.au



REGISTRATION FORM: Courageous Conversations

Today's Date	
Circle your preferred venue	Bankstown / Campbelltown/ Canberra
Your Full Name	
Your Work Address	
Your Role	
Your Phone Numbers	
Your email address	
COST: \$290 per participant (includes GST)	EARLY BIRD RATE til JUNE 30, 2011: \$220 per participant (includes GST)
YOUR PAYMENT (please circle one)	Visa Mastercard EFT Cheque
Credit Card	Name on Card: Expiry Date:
Your Signature	
Amount Payable	
Payments by Cheque	Please mail to PO Box 519 Cherrybrook NSW 2156
Electronic Payments	ANZ Bank The Corpsych Pty Ltd BSB 012-321 Acct No 3690 70834
Enquiries	Should you have any enquiries please contact us at The Corpsych on FREECALL 1300 66 2001
FAX – PLEASE FAX THIS REGISTRATION FORM TO US	02 9651 7053
Email – If you prefer to email this registration form	admin@thecorpsych.com.au

Registration Conditions

Applications will be received on a first come, first served basis.

The early bird rate finishes promptly at midnight June 30 2011. Full rate applies after this time.

If you have more than one applicant for registration, please photocopy this page.

Courageous Conversations PROGRAM



- 0900 Registration/Coffee
- 0930 **Session One:**
The Context for the Courageous Conversation in recent literature
The purpose of the Conversation
Preparing for the Conversation I am avoiding
Managing strong emotions in difficult situations
Understanding what triggers others and what triggers me.
- 1045 Coffee Break
- 1100 **Session Two:**
The seven steps in the Courageous Conversation
Writing my own script for the conversation I am putting off
Micro skills in difficult interactions: how to look and sound
Practising my conversation in my head: preparation
Listening, Responding, Resolving
- 1300 Lunch
- 1350 **Session Three:**
Talking and Listening and getting past red-herrings
Agreeing to outcomes
Following up: the do's and don'ts
Reflection on Practice
- 1500 Feedback and Close

FOR FURTHER INFORMATION

GO TO OUR WEBSITE

www.thecorpsych.com.au

or phone us on

1300 66 2001