



# Conversational Resilience

Strategies to stay confident and resilient  
in that challenging moment

Learn the skills and strategies necessary to be ready for the next challenging conversation. With the help of a toolkit of language, incisive questions and emotional regulation techniques, you will be more confident and resilient to remain strongly present in the conversation.

## Brief Overview of Program Content ( 6 hours PD)

- Identify your triggers and typical conflict response.
- Explore how to manage triggers and respond to reduce the heat in the moment.
- Understand typical personality types and their conflict presentation.
- Developing language and incisive questions to use in the moment.
- Develop a plan to use in the next challenging conversation.
- Learn emotional intelligence techniques to manage yourself and others during the conversation.

Workbook provided and Certificate of Attendance, stating the relevant AITSL standards & the no. of hours completed by the training program.

**The Coach: Janine Stratford, of Coaching Focus**, is a former Deputy Principal, now Executive Coach, trainer and facilitator of professional development programs. Janine works in education and for the corporate sector. She is a Master Coach Practitioner founding her coaching business in 2006, holds a Master in Education (Ed. Management), a Graduate Diploma in Adolescent Health & Welfare, a Diploma in Education and a Bachelor of Science. She is a Restorative Practice Facilitator, trainer of YALE University's RULER Approach in social & emotional learning. She holds leadership development conferences across Australia, presents for ISV, as well as her own programs. Janine is an accredited coach with the International Coach Federation and a certified professional behavioural analyst. Her professional development programs focus on leadership, emotional intelligence, coaching and conversational resilience. Janine holds the annual national The Leading Edge: Women In Education Conference.

## Dates and Details for 2017

**Term 3 - Wednesday 6 September**

**Term 4 - Friday 10 November**

**Milanos, 4 The Esplanade, Brighton Beach, Vic**

**Each workshop is limited to 20 people**

**Time: 8.30am – 3.30pm**

Registration and coffee/tea from 8.00am

Morning tea & Lunch provided

Free parking onsite or train to Brighton Beach Station

**Price: \$680 ( includes GST)**

**Reserve your place in the group here - [Link to pay on-line.](#)**

Can't make these dates and interested to know of others, [leave your contact details here](#)

If you need an Invoice email [Janine@coachingfocus.com.au](mailto:Janine@coachingfocus.com.au)

Enquiries: call Janine on 0400 120 822

More details: [www.coachingfocus.com.au](http://www.coachingfocus.com.au)