

# Robust Conversations

Building the skills and behaviours essential for effective communication



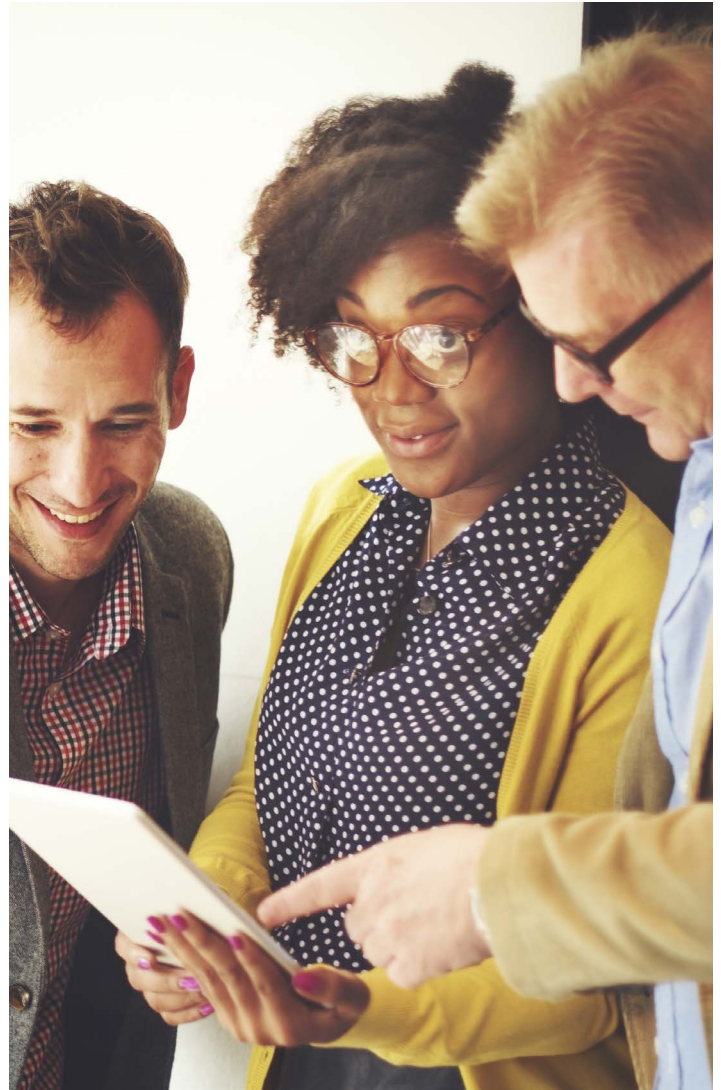
Most people view ‘robust conversations’ with dread or just avoid them altogether. If you’ve walked in these shoes, you’ll know the price you’ve paid for the conversations you didn’t have. In fact, high-performing teams use robust conversations to create an environment of trust that keeps everyone on track.

The “Integrity and Values Robust Conversations Workshops” are tailored for forward-thinking people who want to make a difference and transform the way they communicate.

Building and maintaining trust starts – and ends – with you, as does having robust conversations that keep a team on track, focused and engaged.

Great communicators possess an arsenal of tools, honed over time which cause powerful conversations to happen. However, the real magic is when you learn to communicate with both clarity and potency—reducing misunderstandings, optimising actions, and consistently delivering outstanding results.

Get ready to look at yourself like never before and learn how to have powerful robust conversations. Delve into strategies and techniques that will not only refine your communication prowess, it will also equip you to influence with impact.



**When being offered the chance to undertake the program I saw this as a way for me to grow and extend myself both personally and professionally, I also saw it as a significant investment in me and I am thankful to my organisation for the opportunity.**

**I now have the confidence to have those ‘robust conversations’ where I would have taken a passive position previously, I can now lean in, particularly with senior leadership.**

**The tools are practical and can be used anywhere – in fact these tools will be with me for the rest of my life!**

**Nicole Griffiths | Commercial Packages Customer Manager | GT Insurance**

## Who will benefit from this online course:

If you are on a team or leading one, this course is for you.

**“Working with Integrity and Values instigated a turning point in our business. The difference now is incredible. Our staff have come together as a team, they share ideas, triumphs, as well as losses – the main thing is that they are united.”**

Paul Noppen, Director, Noppen Air

## What you'll walk away with:

- ✓ Practical Tools to support you with those difficult conversations.
- ✓ Identify those issues you're avoiding and address them.
- ✓ How to deliver feedback and leave the person with their dignity.
- ✓ Learn how to 'fight' and 'fight clean'.
- ✓ Identify your communication strengths and areas for development.
- ✓ Understand your own communication style to effectively interact with others.
- ✓ Harness the power of words and non-verbal cues.
- ✓ What it takes to have robust conversations in the face of opposition.
- ✓ Notice how you 'filter your listening', and interrupt it to improve your empathy.





## What to expect:

- 10 powerful online sessions to deepen your understanding of our lessons .
- A detailed participant manual containing handouts and additional assessment tools.
- Access to our online lessons and resources.
- Exclusive access to our Leadership Library for extra learning and discussion.
- You will be with a diverse group of people creating a support network for your development.
- Hands-On Learning combining theory with practice, and how to use it in real-world scenarios.

## What you require:



A working computer with camera in a quiet, private place



Access to zoom



A willingness to learn and contribute



# Course Outline

Practical, relevant training developed for the workplace.

Online Workshop	Lesson	Summary and Outcomes
Workshop 1	Introduction	This session is all about setting the participants up for success and ensuring they know how to use their manuals and our online learning platform.
	“Teach Once Learn Twice”	When we as students share what we learn, we learn it twice. As we speak it to someone else our learning and understanding deepens, and our use of the new skills becomes easier.
Workshop 2	Process of Connection	Learning the importance of connection, how to do it, in any situation, with anyone, to get the result you want.  The seven steps to connection that you learn in this workshop are critical for building trust and creating the environment for powerful conversations.
	Values	This lesson identifies your values and deepens your understanding about what is important to you and how to make decisions that keep you in alignment with your values.
Workshop 3	Vision	Using your values as a lens, this lesson guides you to create a personal aspirational vision statement which becomes the compass for your life.
	Fight Clean	Our capacity to fight and fight clean is a pathway to building powerful conversations. This lesson identifies where your personal ‘dirty fight’ is and how to clean it up giving you the freedom to communicate effectively.
Workshop 4	Fun	What does it take to have work occur as a form of play?  In this lesson you will explore the 7 critical elements required for people to experience work as fun.
	Integrity Model	This lesson is all about giving you a model and a framework for understating Integrity. How it works and knowing when you are acting with Integrity and when you are not.
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Online Workshop	Lesson	Summary and Outcomes
Workshop 5	<b>Responsibility</b>	Being responsible is your pathway to freedom. In this lesson you will learn responsibility is not a burden, it is a choice that allows you to take ownership of the results you do or don't produce.
	<b>NICE</b>	Everyone wants to be known as being nice. This lesson is all about using niceness as a façade for what we are unwilling to say. There is a price for not saying what needs to be said. Learn to separate the issues from the facts and act accordingly.
Workshop 6	<b>Inoculation</b>	Have you ever avoided a difficult conversation because you didn't know how to start? The Inoculation tool is the pathway to having powerful conversations anywhere, anytime with anyone.
	<b>Behaviour Types</b>	There are three default behaviour types, which one are you? Learn to identify each of these ineffective behaviour types, what they look like and what kind of issues they create. How to notice these behaviour types in yourself and others and how to interrupt them.
Workshop 7	<b>Assertive Behaviour</b>	What does assertive behaviour look like? What will it take to genuinely change your behaviour? Identify your assertive gaps and through understanding them, begin to close the gap.
	<b>Understanding Upsets</b>	This lesson is all about getting to the root cause of our default behaviours that don't work. These include over reactions to something small or even throwing 'tantrums' and learning to acknowledge what we are doing.
Workshop 8	<b>Power of Language</b>	Language is one of our most powerful tools. When we use language that is crisp, clear and to the point, we empower the people around us and leave no ambiguity in the space.
	<b>Filters of Listening</b>	We listen through different filters. Those filters determine how we respond. Noticing the filters that we listen through allows us to choose our response, rather than the filter deciding.
Workshop 9	<b>"I" Messages</b>	"I" messages are one of the most powerful assertive tools. It provides the safety for other people to speak their mind and provides an environment for open honest communication.
	<b>ASERT</b>	The ASERT model gives you a framework and tool for planning an assertive conversation and how to use all the tools you have learnt so far.
Workshop 10	<b>Thriving in the Pushback</b>	When you change your behaviour and learn to use these assertive tools, you will be faced with pushback. This lesson will give you an arsenal of tools to thrive in that pushback.
	<b>Completion</b>	Congratulations – this is your graduation ceremony. You now join thousands of others that have completed this program.

# Workshop Dates

Workshop	Workshop E Wednesday 9:30am - 11:30am	Workshop F Tuesday 2:30pm - 4:30pm
Workshop 1	16-Jul-25	5-Aug-25
Workshop 2	30-Jul-25	26-Aug-25
Workshop 3	6-Aug-25	2-Sep-25
Workshop 4	20-Aug-25	16-Sep-25
Workshop 5	3-Sep-25	30-Sep-25
Workshop 6	17-Sep-25	14-Oct-25
Workshop 7	1-Oct-25	28-Oct-25
Workshop 8	15-Oct-25	11-Nov-25
Workshop 9	29-Oct-25	18-Nov-25
Workshop 10	12-Nov-25	2-Dec-25

## Price (plus GST)

	Silver	Gold
10 x 2 hour workshops	Yes	Yes
Manual	Yes	Yes
6 x 1 hour coaching sessions	No	Yes
3 payments	\$554 p/m [\$1,662 total]	\$1,756 p/m [\$5,268 total]
Price full upfront payment	\$1,299 (saving \$363)	\$3,939 (saving \$1,329)

\* TALENT+ SUBSCRIBERS RECEIVE A 20% DISCOUNT

## TERMS AND CONDITIONS

### PROGRAM ACCEPTANCE

Workshop Dates	Workshop C	Workshop D
Package	Silver	Gold
Number of participants <small>Participant names will be collected on receipt of the Robust Conversations Contract</small>		
Company		
Payment method	Full upfront	Over 3 months
Primary contact		
Mobile		
Email		

### DETAILS FOR INVOICING

Company name	
ABN	
Contact name	
Email	
Contact number	