

# Leadership communication and Lead difficult conversations



**Course duration:** 4 days

**Course cost:** \$995 per person (public workshops)

*Special rates can be negotiated for workshops conducted by Training Services Australia on behalf of our clients, exclusively for their personnel*

**Workshop aim:** To equip participants with the skills, knowledge and attitude to:

- communicate effectively as a workplace leader, using a range of methods suitable to the communication context and audience; and
- prepare for, facilitate and review difficult workplace conversations

**Units covered:** [BSBXCMM401 – Apply communication strategies in the workplace](#)  
[BSBLDR412 – Communicate effectively as a workplace leader](#)  
[BSBCMM412 – Lead difficult conversations](#)

*Information about the currency of these units is available on [training.gov.au](http://training.gov.au).*

**Delivery method:** Face-to-face, off-the-job facilitated learning, reinforced by a practical, work-based assignment completed after the workshop

**Who should attend?** This workshop is aimed at supervisors and team leaders, and focuses on the skills they need to communicate effectively in their role.  
Days 3 and 4 of the course are aimed specifically at those who are expected to lead difficult conversations in the workplace as part of their role as a supervisor or team leader. These conversations may be held with team members, colleagues, clients or suppliers.

**Pre-requisites** No qualifications or previous experience are necessary to participate in this workshop

**Qualification:** This course can contribute to the [BSB40520 Certificate IV in Leadership and Management](#).  
Information about the currency of this qualification is available at:  
<https://training.gov.au/training/details/BSB40520>

**Language, literacy and numeracy (LLN) requirements** To successfully complete the course, participants will need to have a **relatively high level of reading and writing ability**, as well as **good oral communication skills**. Examples of activities that participants will need to perform include:

- Reading and interpreting organisational policies and procedures relevant to leading difficult conversations
- Preparing meeting agendas, meeting minutes, conversation outlines and conversation notes
- Communicating with others via email
- Presenting issues in a meeting and managing the discussion effectively
- Speaking clearly and persuasively

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Participants will also need to be capable of using word processing software (e.g., Microsoft Word) to write, edit and format documents.

Those wishing for further advice about whether they have the necessary LLN skills to complete this course should contact a TSA Training Advisor.

## Access to a workplace environment

To complete the assessment component of this course, participants need to be working in, or have access to, an organisation in which they are able to perform team leadership and supervision activities, including communicating effectively with different people using a range of communication methods.

They will also require access to a person with whom they can lead a difficult conversation, such as a team member, colleague, client or supplier.

Ideally, the workplace will be one in which they are a supervisor or team leader.

## Pre-course work

Participants are encouraged to:

- Access and review their organisation's workplace communication policies and procedures.
- Access and review any of their organisation's policies and procedures that may be relevant to leading difficult conversations, including their organisation's code of conduct.
- Reflect on the types of difficult conversations they are required to lead in their workplace and why they consider these conversations to be difficult.

## Homework

Participants may be required to complete some homework after each day of the course in preparation for the following day. In particular, they may need to finish preparing for their simulated difficult conversation (to be conducted on Day 4) and may also wish to practise role playing the conversation.

## Topics

### DAY 1

- Communication skills for team leaders
- Planning to communicate
- Communicating workplace information and instructions
- Communicating effectively in meetings

### DAY 3

- Lead difficult conversations – Introductory concepts
- Planning and preparing for a difficult conversation
- Facilitating a difficult conversation

### DAY 2

- Communicating effectively in writing
- Facilitating respectful interaction
- Negotiating and resolving communication challenges
- Legislative and organisational communication requirements

### DAY 4

- Facilitating a difficult conversation (continued)
- Following up and reviewing a difficult conversation
- On-course assessment (simulation of a difficult conversation)

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## Assessment

The assessment for this course consists of:

- Completion of Knowledge Questionnaire. This tests learners' underpinning knowledge of concepts covered during the course. The questionnaire may be completed as an 'open-book' assessment, during or after the course.
- Observation by TSA assessor of candidate leading a simulated difficult conversation
- Review of planning and review documentation relating to simulated difficult conversation
- A post-course assignment, including:
  - Structured tasks / activities to provide evidence of the workplace application of communicating as a leader
  - Preparation, facilitation and review of a difficult conversation in the workplace
  - Third party reports from supervisor confirming practical application of competencies in the workplace

## Assessment timeframe

Participants have four months to complete their assessment after attendance at the course.

## Resource requirements

To complete the assessment for this course, participants will need to have access to:

- a computer, a printer and the internet
- workplace policies and procedures appropriate to supervisors / team leaders, including:
  - workplace communication policy and procedures
  - policies and procedures relating to difficult workplace conversations
- workplace personnel with whom they can:
  - conduct a workplace briefing / pre-shift briefing
  - lead a workplace meeting
  - conduct a one-to-one meeting
  - lead a difficult conversation
- a supervisor / manager who can review their work and provide feedback to TSA

## Recognition of Prior Learning

Recognition of Prior Learning (RPL) is available for this course.

RPL is suitable for those whose previous knowledge and experience will enable them to demonstrate competency in the unit on which the course is based. TSA's RPL policy and some general information about the RPL process are available in the Policies and Procedures area of our website.

Please contact Training Services Australia for an application kit and for information about the fees and charges that apply. Note that RPL enquiries should be made before attending the course.

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## National recognition

Training Services Australia recognises qualifications and statements of attainment issued by other Registered Training Organisations under the Australian Qualifications Framework. TSA's policy for National Recognition is available from the Policies and Procedures area of our website.

If you have already achieved one or more of the units covered by this course, and wish to have them recognised, please contact a TSA Training Advisor.