

# STRENGTHS APPROACH TO CHALLENGING CONVERSATIONS

Social workers, teachers, counsellors, and other human service workers often support individuals or families who are facing very difficult circumstances—and challenging conversations can be part of the work. Have you ever had a conversation that didn't go the way you'd hoped? Ever wished you'd handled the interaction more skilfully? Listened and summarised more clearly? Followed up more effectively? This highly-interactive workshop covers a range of skills, strategies and tools you can use to prepare for a challenging conversation, or draw on right in the midst of an unexpected interaction.



## AUDIENCE

This workshop was designed primarily for youth workers, family workers, mental health workers, counsellors, health professionals, psychologists, carers, supervisors, managers, chaplains, life coaches, and anyone working in human services or the public sector. However, everyone is welcome because the strategies can be applied to challenging conversations in any private or professional setting.

## CONTENT

In this workshop we will explore strengths-based strategies for navigating challenging conversations including:

- What makes a conversation challenging?
- The dynamics of power within challenging conversations
- Preparing for a challenging conversation
- Steps in a strengths-based conversation
- Solution-focussed conversation techniques and skills including joining, reframing, noticing exceptions, normalising, externalising and reflective listening
- Reflective practice, parallel practice and building a culture of strengths
- Giving and receiving feedback
- Follow up and next steps
- Self-care plans and the role of supervision.

## OUTCOMES

Participants will have the opportunity to:

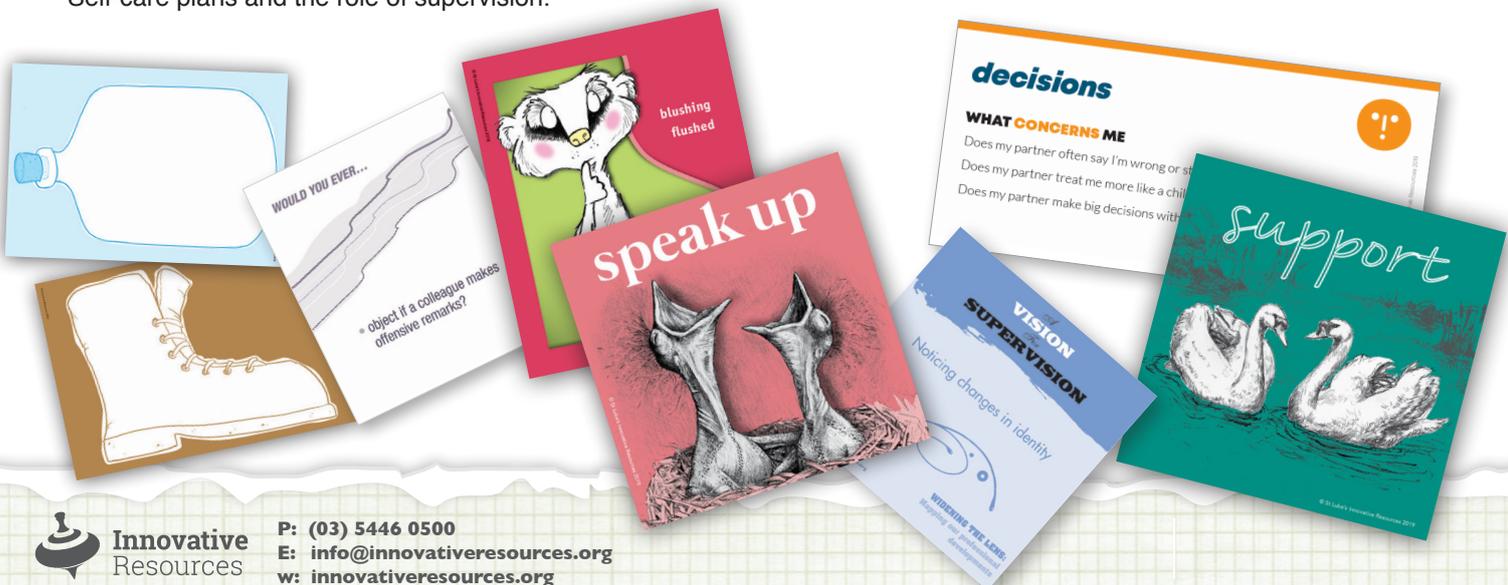
- learn about the principles and application of the strength approach including power-with, identifying and mobilising strengths, and the column tool
- explore the roles of emotional intelligence and body literacy within challenging conversations
- learn skills they can apply to challenging conversations including straight talk, de-escalation and reflective listening
- understand how to increase the likelihood of solution-focussed outcomes from a challenging conversation
- consider ways to follow up, incorporate feedback and co-create services.

## RESOURCES USED IN THE WORKSHOP

This workshop includes reflective exercises, small and whole group conversations, and the use of hands-on, highly visual resources drawn from the following\*:

*Self-Care Cards, Body Signals, Anxiety Solutions, Next Steps, No Room for Family Violence, Rainbow Talk, Optimism Boosters, A Vision for Supervision, Walking the Boundaries and Paperworks.*

(\*Resources purchased on the day will attract 10% discount)



# Strengths Approach to Challenging Conversations Registration Form



Please email registration form and payment to: [training@innovativeresources.org](mailto:training@innovativeresources.org)

Name (one form per person): .....

Organisation: .....

Address: ..... Postcode: .....

Phone: (.....) ..... Fax: (.....) .....

Email: .....

Special Dietary Requirements: .....

**Full payment is required at time of registration to secure your place.**

Payment by:  Invoice (organisations only).

Visa card       Master card

Card Number \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_ Expires \_\_\_\_\_ / \_\_\_\_\_ CW No. \_\_\_\_\_

Full name on card \_\_\_\_\_ Signature \_\_\_\_\_

Date	Workshop	Location	Cost
Monday 17 June 2019; 9.30am—4.00pm	Strengths Approach to Challenging Conversations	Innovative Resources Training Room 62 Collins Street, Kangaroo Flat Bendigo, Victoria 3555	\$240 per person Includes GST. (Resources purchased on the day will attract 10% discount)

**Presenters:** Andrew Shirres (please see our website for bio).

For more information, please phone (03) 5446 0500 or email [info@innovativeresources.org](mailto:info@innovativeresources.org)

**[www.innovativeresources.org](http://www.innovativeresources.org)**

**Train:** We run a free transit service from the Kangaroo Flat railway station (on the Melbourne to Bendigo line). Just let us know what time your train gets in and we will collect you.

**Parking:** Free parking available on site.

**Catering:** Morning and afternoon tea, and lunch will be provided. Please advise of any special dietary requirements.

St Luke's Innovative Resources, 62 Collins Street, Kangaroo Flat, Victoria 3555.

CANCELLATION POLICY: Registrations cancelled more than five working days prior to the commencement of the workshop will incur a 25% administration fee. Registrations cancelled less than five working days prior to the commencement of the workshop will not be refunded. Workshops may be cancelled should participant numbers be insufficient. Innovative Resources will notify participants as soon as this decision is made and a full refund will be provided.

NOTE: Unless otherwise requested, your name and address may be added to our mailing list.