

Top Office Group

Recruitment
Learning and Development
Career Planning



Manage Challenging Conversations

Half-day workshop in Ipswich

Developed for leaders, human resources and customer relationship managers, our workshop focusses on understanding, engaging and managing challenging conversations. Discover new ways to deal with conflict, identify the real cause of an issue and reach a successful outcome. Our class is small, highly interactive and packed full of practical tools, from our award-winning Academy in Ipswich.

Key Outcomes

- Apply the practices of engaging communication
- Understand the nature of conflict
- Identify the real cause of an issue
- Agree on an outcome

Wednesday 1/08/2019 (8:30am — 12:30pm)

Top Office Group, 9 Darling Street, Ipswich (FREE off-street parking)

Investment of \$395.00 per attendee includes notes, refreshments, Recognition of Attendance and networking.

Package discounts ARE available for multiple bookings. Customised on/off-site training options available.

Top Office Group is proudly celebrating 31 years of providing recruitment and training solutions in South East Queensland

Ipswich 07 3812 2920 | www.topoffice.com.au

CUSTOMISED SOFT SKILLS PROGRAMS

Simply choose what you need

Alternatively, if you have a few employees with similar needs, we can tailor a program to meet your specific objectives, at a time and place to suit you (or our Academy).

- Inspiring the Leader in You
- Leading with Emotional Intelligence
- Leading with Resilience
- Customer Engagement and Care
- Manage Competing Priorities
- Your Competitive Edge
- Your Path to Conversion Success
- Your Path to Successful Presentations

Training for soft skills is now the #1 priority for talent development
(LinkedIn 2018 Workplace Learning Report)



Our programs and Nationally Recognised qualifications offer many benefits that directly relate to team morale, productivity and performance, delivered by first-class facilitators. We are passionate about helping you retain and develop your people.

"Top Office courses are totally awesome . . . "Very motivating presentation style"

Call Karen on 3812 2920 so we can help you work out the best approach for your business.

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