

CONVERSATIONS THAT MATTER

SHORT PROGRAMS

CONVERSATIONS THAT MATTER

Useful skills and strategies to
lead conversations that build
relationships and improve
performance

Program date /

Monday 19 November 2018 – 9am to 5pm

Location / Edments Building – Level 5, 38 Gawler
Place, Adelaide

Who should attend / Leaders at all levels

Investment (Inc GST) /

Member \$450 / Non - Member \$550

Register online /

www.lgprofessionalssa.org.au/event-3019084

Registrations close / Monday 5 November 2018

Scan code to register /

**Overview**

Critical to the success of any organisation are conversations which build relationships, encourage collaboration, drive innovation and improve performance.

The ability to initiate, lead, manage and facilitate these types of conversations is an essential skill for all professionals. This program uses participants' own workplace scenarios to improve their understanding of the dynamics of these conversations and provide them with a range of skills and strategies to improve their ability and confidence.

Key learnings

At the end of this program participants will be able to:

- Understand the mental models that underpin different types of conversations
- Identify the key turning points for difficult or emotional conversations
- Establish safe and respectful conditions for better conversations
- Manage and defuse conflict and establish strong collaborative relationships
- Utilise a range of skills to put their point of view, hear others' points of view, build relationships and gain acceptance of ideas
- Adapt these skills to initiate, lead, manage and facilitate conversations in a range of settings, and involving different personalities and levels of emotion



About Local Government Professionals Australia, SA

Local Government Professionals Australia, SA is a not-for-profit member based association representing professionals working in local government in South Australia. We have the ability to link and connect people from different councils who may not otherwise form relationships or share with each other. Our high quality professional development programs and networking events are uniquely local government – reflective of the culture of the sector and sensitive to the needs of its professionals. The content of our events and programs are informed by our members and people who genuinely care about the sector. We provide a safe and supportive environment in which to grow and learn while creating opportunities to make time away from the office to work on the business or on self. We award and acknowledge achievements of excellence.

Developed by the sector, for the sector

All proceeds from our programs are directly reinvested to further develop the local government sector through continued support of professional networks, events and learning and development initiatives for local government professionals.



More Information

All program queries can be directed to **Kate Staples**, *Manager Professional Development and Networks* at kate@lgprofessionalssa.org.au or **(08) 8291 7996**.

This program is open to registrations from LG Professionals, SA members, council employees and employees of regional subsidiaries.

A cancellation policy applies. Please view at: www.lgprofessionalssa.org.au/about-us

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Program Facilitator

Gary Edwards

Gary is a keynote speaker, coach and consultant who takes business leaders, sales people, entrepreneurs and service staff 'behind the smoke and mirrors' to show them how to build their ability to influence their future.

As a lawyer, magician, negotiator, comedian and speaker, Gary is an expert in the art and science of influence – the key ability that businesses will need to navigate a future where nothing is quite as it seems.

For the past 20 years, Gary has worked with business leaders, entrepreneurs, sales people and service teams who want to survive the challenges of change and build successful, sustainable businesses.

Gary is a member and former State President of Professional Speakers Australia, a member of the Global Speakers Federation, and conducts research at the leading edge of trust-based influence as it applies to leadership, sales and change.

