

Mastering the Art & Science of Critical Conversations



By popular demand after the success last year, Freight Trade Alliance and World Class Teams are excited to bring you the first in the **2019 Women in Logistics Workshop Series: 'Mastering the Art & Science of Critical Conversations'**.

People tend to be great at the easy 80% of conversations, but NOT at the difficult 20%. These are the situations where the standard of work is less than you expected, where deadlines are not met, where the person's attitude is negative. The fact is, these 20% of your conversations have the BIGGEST impact on your levels of stress, personal, business and team performance.

In this dynamic workshop, you will discover 5 steps to ensure you achieve the desired results in EVERY critical conversation.

WHO IS IT FOR:

People who want to:

- Behave and speak with integrity in difficult/conflict situations
- Manage emotions in the "5% moments" when the stakes are high
- Learn how to get the outcome you want AND keep people "on board"
- Successfully handle critical conversations with people who are junior and senior to you

WHAT YOU'LL DISCOVER:

- How to give honest feedback without needing to be worried about the person's reaction
- How to manage your emotions in stressful situations
- How to resolve disagreements or complaints with genuine agreement
- Stop avoiding difficult situations or doing "work arounds"
- How to handle critical conversations with confidence, skill and grace



WHAT'S INCLUDED:

- Coffee & tea on arrival
- Dynamic 3-hour workshop
- Tools & tips you can implement immediately
- Coffee, nibbles, conversation and networking after the event

TICKET DETAILS:

- FTA Members \$220
- Non FTA Members \$385

SYDNEY:

- Thursday 9th May, 2019
- 4.00 pm - 7.00 pm
- Mercure Sydney International Airport, 22 Levey Street, Woolli Creek NSW
- BOOK ONLINE: <https://critical-conversations-wct.eventbrite.com.au>

MELBOURNE:

- Thursday 20th June, 2019
- 9.00 pm - midday
- Mantra Tullamarine Hotel, 2 Trade Park Drive, Tullamarine VIC
- BOOK ONLINE: <https://critical-conversations-wct-melb.eventbrite.com.au>

To **LEARN MORE** or **BOOK** your tickets
please call Ramsina McCully on on 1800 085 248

