

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:

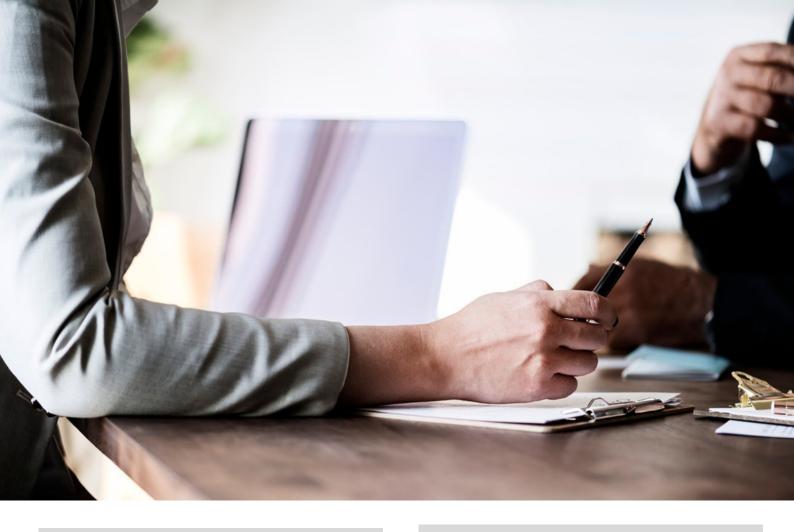
People who want to:

- 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

P: 1300 085 248



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, Wooli Creek NSW
- BOOK ONLINE: https://criticalconversations-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://criticalconversations-wctmelb.eventbrite.com.au

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



