

Mastering Hard Conversations Leadership Development Program

The Mastering Hard Conversations leadership development program is a one-on-one coaching program designed to assist senior leaders develop their communication, influencing and conflict management skills.

Your Coach

The program is provided by Mark Rosenberg, author of *Mastering Hard Conversations*. He has extensive experience coaching leaders in the public, private and not for profit sectors, and has been delivering his Mastering Hard Conversations program since 2010.



Program Elements

The program has a number of distinct yet integrated elements to ensure participants improve their performance.



1. Self-awareness

We use a highly regarded instrument the Conflict Dynamics Profile, to provide the leader with an insight into how they behave before, during and after conflict. This helps them to understand their strengths, destructive behaviours and triggers, and gives them the opportunity to plan for constructive change.



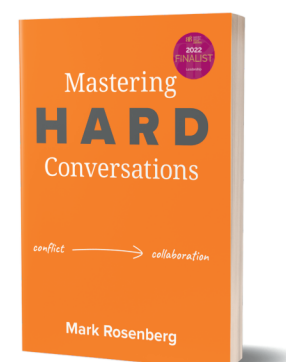
2. Six 90-minute coaching sessions

Leaders will work with Mark to gain an understanding of a user friendly framework and tools to develop their communication and conflict management competencies. They will work on developing the skills of self-reflection, perspective taking, staying calm, attentive listening, open questioning, and speaking with clarity. Once the fundamentals of the model are understood, Mark will work with the leaders to assist them effectively navigate real work challenges.



3. Mastering Hard Conversations book

Participants will be provided with a copy of the highly acclaimed book *Mastering Hard Conversations* which will serve as a reference to embed the learning.



Benefits

As a result of this program leaders will:

- ✓ Feel more confident about having challenging conversations
- ✓ Become more self-aware and better at self-regulating emotion
- ✓ Improve their listening, questioning and speaking skills
- ✓ Enhance their ability to self-reflect and step into the shoes of others
- ✓ Develop strategies and tactics for managing conflict
- ✓ Become more effective when influencing others
- ✓ Create more collaborative, accountable, and high-performing teams.

**Do you need assistance with
Mastering Hard Conversations?**

**If so, please contact us via email:
info@balancedcurve.com
or call 0411 265 157**

For more than 10 years, Balanced Curve has helped a broad range of clients in both the public and private sectors. Our approach to working with clients is simple. We listen to understand what they want and need, and we work hard to deliver the desired outcomes.

We value working as partners with our clients and enjoy developing warm, respectful and lasting professional relationships. Simply put, we love helping people and organisations achieve their potential.



Testimonials

“The coaching with Mark has been hugely beneficial. It has given me a robust framework to manage tough conversations and allowed me to develop my skills in a safe environment. I have already recommended this coaching to colleagues and will continue to do so.”

– Director, NSW Government Agency

“As a senior leader there are always challenging conversations happening, and it's a tough part of the job. I found Mark's coaching program invaluable. The practical framework and coaching allowed me to refine my skills and be more effective as a leader. It was a good investment and one I'd recommend to anyone interested in improving their leadership capacity.”

– Rob Newman, former CEO, Nearmap