

Leadership Conversations Masterclass

Empowering leaders to communicate with confidence, clarity, and impact.

Synopsis

Most people become managers because they are technically good at their job - not because anyone taught them how to lead conversations about performance, behaviour, wellbeing or conflict. Yet leadership today is increasingly about exactly that. The quality of the conversations leaders have with their people directly impacts performance, engagement, culture and psychosocial safety in the workplace. Leadership Conversations is a practical one-day masterclass workshop designed for anyone with direct reports. It equips managers and supervisors with the confidence, language and practical tools to conduct effective one-on-one conversations, navigate difficult discussions and address issues early before they escalate.

Participants leave with simple frameworks, conversation scripts and practical tools they can use immediately. The program also includes a high-level overview of the Psychosocial Code of Practice and the important role leaders play in identifying and managing psychosocial hazards through everyday leadership conversations. This workshop focuses on real conversations leaders need to have every day

Course Topics:

- Structured One-on-One Conversations
- Leading Difficult Conversations
- Feedback and Accountability
- Conflict and Workplace Tension
- Psychosocial Safety and Leadership Responsibilities

Our trainers

Our specialist facilitators bring years of Local Government training experience to guiding and inspiring participants, helping them build confidence and capability across a wide range of disciplines. Join us for this lively, instructor-led, interactive, and practical course designed to enhance skills and support participants in navigating real-world challenges.

Peak Services is a pre-qualified supplier on Local Buy Arrangement:
Training Services LB327



Audience

- Supervisors
- Managers
- Senior Leaders
- Team leaders

Workshop details

Delivery:	In-house.
Duration:	1 day interactive workshop.
Class size:	Max 25.
Price:	On request.