

# TOUGH TALKS

IR Interactive Workshop

**Underperforming staff can be a drain on other employees, your business and yourself. Do you need to have a difficult conversation with an employee? Do you know your rights and theirs? Do you struggle with tough conversations? Join us for Tough Talks. You'll learn employer and employee rights, steps to take so you avoid legal backlash and tools to help you approach potentially sensitive situations.**

Equip yourself and employees with the tools and techniques to navigate difficult conversions, in both one on one and group settings.

**The MTA's Tough Talks will guide you through:**

- ▶ Dealing with difficult situations to achieve the best outcome for everyone
- ▶ The do's and don'ts of workplace meetings
- ▶ Dealing with difficult employees
- ▶ A practical workshop where you'll get real experience with real scenarios in a controlled environment

Empower yourself and your employees to navigate confrontations and difficult conversations.

Enrol today [wr@mtaofsa.com.au](mailto:wr@mtaofsa.com.au)

or for more information visit: [www.mtaofsa.com.au/training/tough-talks](http://www.mtaofsa.com.au/training/tough-talks)

**Course Costs:** \$195 MTA members | \$325 Non-members

**Time:** 9:00am - 12:00pm

**Date:** See website for upcoming dates

**Delivery Mode:** Theory and practical applications

**Course Location:** Motor Trade Association, Level 1, 81 Greenhill Road, Wayville SA 5034

For pre-enrolment, enrolment, application and fee information:  
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