Family And Child Consultants
Training Consultancy Supervision

Australia-wide
WE COME TO YOU!

WORKSHOP 3

HAVING DIFFICULT CONVERSATIONS

Strengthen communication skills to have courageous, respectful and productive conversations with families.

1 DAY TRAINING
$3,500
AUSTRALIA-WIDE

UP TO 20 PARTICIPANTS

NO MINIMUM NUMBERS

ABOUT THIS WORKSHOP

This interactive training builds confidence and skills to navigate challenging conversations with families. Participants will learn how to prepare well, stay calm, set clear boundaries and have conversations that build trust and lead to positive outcomes.

WHAT'S INCLUDED

- Practical tools and resources
- Case examples and scenarios
- Interactive activities
- Workbook and handouts
- Ongoing email support for 4 weeks

ABOUT YOUR PRESENTER

NIKI GENT

Niki Gent is a trauma-informed social worker and family consultant with over 20 years' experience supporting children, young people and families in community services, including child safety, therapeutic supports and training.

Niki is passionate about building the capacity of professionals through practical, relatable and evidence-informed training that makes a real difference in the lives of families and communities.

YOU WILL LEARN

- Preparing for difficult conversations
- Active listening and empathy
- Managing emotions and conflict
- Setting clear boundaries
- Building trust and collaboration
- Talking about tough topics (e.g. safety, change, accountability)
- Practical strategies for de-escalation and resolution
- Supporting follow-up and repair and reflection
- Self-care and reflection for workers

FREQUENTLY ASKED QUESTIONS

Q. How many people can attend?
A. Up to 20 participants (no minimum).

Q. Is the training suitable for all roles?
A. Yes, it is relevant for all workers who engage with families in crisis.

Q. Will we get practical resources?
A. Yes, you will receive practical tools, resources and templates.

Q. Can it be tailored for our team?
A. Yes, we can adapt the content to suit your team's context and needs.

PRACTICAL SKILLS YOU CAN USE IMMEDIATELY

BUILD CONFIDENCE TO RESPOND SAFELY AND EFFECTIVELY

SUPPORT FAMILIES WITH EMPATHY, RESPECT AND PROFESSIONALISM

BUILD CONFIDENCE, SKILLS AND STRONGER OUTCOMES TOGETHER.

INVESTMENT

1 DAY	2 DAYS	3 DAYS	4 DAYS
$3,500	$6,000	$8,500	$10,500
AUSTRALIA-WIDE	SAVE 10%	SAVE 15%	SAVE 20%

NO ADDITIONAL COSTS FOR TRAVEL

AUSTRALIA-WIDE DELIVERY

We travel to you! Training can be delivered anywhere in Australia – metro, regional and rural.

HOW IT WORKS

- 1 day workshops (9:00am – 4:00pm)
- Up to 20 participants
- Practical, hands-on and interactive
- Ongoing support for 4 weeks

LET'S WORK TOGETHER TO CREATE POSITIVE CHANGE.

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