

5.8 Conducting Challenging Conversations

5.8 Conducting Challenging Conversations forms part of the **5.0 Workforce Development course** and provides insight into the art of conducting challenging and productive conversations.

The Medical Technology Industry

The Australian medical technology industry includes Australian and overseas companies manufacturing and supplying medical devices, in vitro diagnostics and medical imaging equipment. The medical technology industry makes a highly significant contribution to the quality of health care in Australia.

What is the Workforce Development course?

Workforce development is seen as critical to enable employees to meet the constant challenges of the medical technology industry, and to address the strategic goals of the company. A range of modules are available as part of the *Workforce Development* course to address this learning need.

The *Workforce Development* course consists of a series of modules. Modules 5.1, 5.2, 5.3, 5.11, 5.12, 5.13, 5.14 and 5.16 are delivered as self-paced online learning. Modules 5.4 to 5.10 are delivered as online webinars. Module 5.15 is delivered face-to-face.

- 5.1 Introduction to the Australian Medical Technology Industry
- 5.2 Introduction to Leadership and Management
- 5.3 Management & Leadership Essentials
- 5.4 Implementing a Workplace Wellness Program
- 5.5 The Emotionally Intelligent Leader
- 5.6 High Performing Teams
- 5.7 Managing Work Priorities and Delegation
- 5.8 Conducting Challenging Conversations
- 5.9 Managing Conflict in the Workplace
- 5.10 Bullying and Harassment: Avoiding a David Jones Situation
- 5.11 Planning Projects
- 5.12 OHS Fundamentals
- 5.13 Interpreting Medical Technology Industry Data
- 5.14 Summarising Statistical Distributions for the Medical Technology Industry
- 5.15 Media Skills
- 5.16 Customer Focus

What topics are covered in this module?

This online webinar will provide insight into the art of conducting challenging and productive conversations.

Learning outcome

- Describes various strategies for conducting challenging conversations.

Who should participate?

This module is aimed at employees who would like to improve their ability to negotiate with others.

There is no recommended pre-requisite training for this Level 1 module.

How much does it cost?

The cost of this webinar including GST is \$115 for MTAA/VHIA members and \$230 for non-members to register. Once payment is accepted, applicants will be registered.

How do I register?

All registrations to MTAA training modules are via the website. Please visit *Training* under *Professional Development* www.mtaa.org.au and click the link to register.

Participants will receive via email a *Certificate of Participation* at the end of the training.

For further information about MTAA courses, please contact the Professional Development Manager on (02) 9900 0650 or email pd@mtaa.org.au