


IN PERSON

COURSE



Managing Difficult Conversations in Clubs

 Half day, in-person course

 www.cmaa.asn.au

ACCM Points

CMAA Members & Affiliates

attending will earn:

6 ACCM POINTS

for the successful completion of this course



Difficult conversations are an unavoidable part of leadership, particularly in the fast-paced and people-focused club environment. Conversations about performance, behaviour, conflict, or sensitive personal matters can feel uncomfortable, yet avoiding them often leads to escalated issues, damaged relationships, and increased risk for Clubs.

Designed for Club Managers and leaders, this half-day course provides practical frameworks and strategies to help managers prepare for, lead, and navigate difficult workplace conversations with confidence and professionalism. Participants will develop skills to remain calm under pressure, manage emotional responses, and communicate clearly while maintaining respect and trust.

This course takes a trauma-informed and legally aware approach to common workplace scenarios, equipping managers to address issues early, support staff wellbeing, and uphold organisational standards.

Course content includes:

- + Understanding why difficult conversations matter and the risks of avoidance
- + Preparing for high-stakes or emotionally charged workplace discussions
- + Practical conversation frameworks to address performance, behaviour, and conflict
- + Managing defensiveness, emotions, and power dynamics during conversations
- + Applying a trauma-informed approach to sensitive and complex workplace issues
- + Handling common club-based scenarios including performance feedback, disciplinary discussions, conflict resolution, and disclosures of domestic and family violence

Participants will leave with:

- + A clear structure for planning and leading difficult discussions
- + Greater confidence when addressing underperformance or misconduct
- + Strategies to de-escalate emotionally charged situations
- + Practical tools to document and follow up conversations appropriately
- + Increased awareness of legal considerations and duty of care obligations
- + Confidence to respond appropriately when sensitive disclosures arise

This course is suitable for General Managers, department heads, supervisors, and emerging leaders within Clubs who are responsible for managing teams and maintaining workplace standards. It is particularly valuable for leaders seeking to strengthen their communication capability, reduce risk, and create a workplace culture where issues are addressed early and respectfully.

CMAA Members

\$250 + GST

per person

Non-Members

\$375 + GST

per person

Management Level

Club Managers & Supervisors

Delivery Method

In Person

Department

Leadership



CLUB MANAGERS'
ASSOCIATION
AUSTRALIA



REGISTER TODAY

www.cmaa.asn.au

OR contact 02 9746 4199 or training@cmma.asn.au