



LGFP 2022 MASTERCLASS

HOW TO NAIL DIFFICULT CONVERSATIONS

Difficult conversations are a fact of life most of us would prefer to avoid. Be it at home or at work, the feeling of dread that creeps up on us when we know we have to have one is familiar to just about everyone. This is why, knowing how to tackle them effectively is so important. By effectively engaging in difficult conversations, we can not only improve our confidence to address issues when they arise, we can build and maintain positive relationships with the people around us.

In this masterclass you will learn what makes difficult conversations difficult, why you should resist the urge to avoid them, and how to tackle these conversations in a way that facilitates positive outcomes.

You will then have an opportunity to practice what you have learned by working through scenarios designed to reflect the sorts of issues that arise in the workplace. In this way, you can build your confidence to tackle these conversations head on develop the skills required to achieve better results.

Who should attend?

This course is designed for finance professionals who would like to learn how to engage in difficult conversations effectively and achieve more positive outcomes.



**Tuesday,
22 November 2022**



12.30 PM – 4.30 PM
(lunch from 12.00pm)



**Pullman Cairns
International**
17 Abbott Street, Cairns



\$375
Includes lunch &
afternoon tea



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ashurst

Register: www.lgfp.org.au/annual-conference/

admin@lgfp.org.au

Your Facilitator



Melissa Yeo is a Partner at Ashurst. She specialises in assisting clients to resolve major construction, project and infrastructure disputes. She is highly experienced in complex litigation as well as alternative dispute resolution including arbitration, expert determination, and dispute resolution boards and is skilled in the provision of commercially focussed advice enabling clients to manage risk in accordance with commercial objectives. Melissa is a former director of the Society of Construction Law Australia and current Chair of its Communications Sub-Committee. She has been recognised by the Australian Disputes Centre for her skills in Arbitration.

LGFP Queensland are proud to partner with Queensland Treasury Corporation (QTC) to deliver this masterclass. QTC has come together with Ashurst to develop and deliver a bespoke masterclass for LGFP Queensland's delegates in 2022.

In addition, the QTC Education Program offers a range of leading financial education, short courses, and webinars to the Queensland public sector. Click [here](#) to explore the range of education offerings available to councils.

QUEENSLAND TREASURY CORPORATION

As the Queensland Government's central financing authority, Queensland Treasury Corporation (QTC) plays a pivotal role in securing the State's financial success.

With a focus on whole-of-State outcomes, QTC provides a range of financial services to the State and its public sector entities, including local governments.

These services include:

- debt funding and management;
- cash management facilities;
- financial risk management advisory services; and
- specialist education in public sector finance.

ASHURST

In a changing world, Ashurst's vision is to be a highly progressive global law firm. For 200 years, Ashurst have advised corporates, financial institutions and governments on their most complex transactions, disputes and projects.

Ashurst offer the reach and insight of a global network, combined with the knowledge and understanding of local markets.

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