

DEALING WITH DIFFICULT PEOPLE & SITUATIONS

Learn ways to resolve conflict with customers and co-workers, influence successful outcomes and develop a peaceful workplace. Transform conflict and difficult situations with co-workers and customers into opportunities by equipping your staff with the skills and techniques required to manage these situations with confidence, professionalism and pride.

We have all experienced the stress that comes from having unresolved conflicts with our customers and co-workers. Conflicts that are ignored or resolved poorly don't go away, they cause people to feel resentful and to avoid each other. The effects on the business are a loss of productivity, turnover and absenteeism. Wherever two or more people come together, there is bound to be conflict. This workshop will give participants a six-step process that they can use and modify to resolve conflicts of any size. Participants will also learn crucial conflict resolution skills, including dealing with anger and using the Agreement Frame.

Workshop Objectives

- Identify the behaviours and situations you find difficult to deal with
 - Discuss difficult personality types and their traits
 - Understand what conflict and conflict resolution mean
 - Develop an understanding of how flight or fight reactions prompt difficult behaviour
 - Understand the 5 main styles of conflict resolution and be able to adapt the process for all types of conflict
 - Understand all six phases of the conflict resolution process
 - Develop communication skills by using the agreement frame, active listening and open questions
 - Learn how to control your reactions and choose how you respond
 - Discuss strategies for staying calm and keeping your cool when dealing with difficult behaviour
 - Learn to speak up assertively and confidently when dealing with difficult behaviour
 - Discuss how to deal with the situation/problem, not the individual
 - Understand how to deal with anger, your own and others
- Utilise basic anger management techniques

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'same page' and your
business on track for
consistent success with
a tailored In-house
workshop.*