

Conflict Resolution Training: Difficult People at Work (DIFBEH, 1 jours)

Description

Difficult behaviors come in many forms. In our lifetime, most of us have to deal with an angry client, a passive-aggressive co-worker or a bullying boss at one time or another. Your ability to navigate that situation and exit gracefully from that difficult situation depends in large part on your self-confidence, skills and training. The course Difficult People at Work (Conflict Resolution Training) teaches you how to handle challenging and unproductive behaviors, while keeping your cool.

Tarifs

- Tarification: \$850/person
- Rabais de 10% lorsque vous inscrivez 3 personnes.

Plan de cours

Building a Foundation

Personality Types and Communication

Language and Direct Communication

About Language and Paralanguage

The Importance of Environment

Barriers to Effective Communication

The Communication Dynamic: Encode and Decode

Power Struggles: The 3 Cs of Conflict

Importance of Good Communication

The Role of Ego

The Importance of Words

The Unsaid: Investigating Paralanguage

How to Ask Good Questions

How to Listen for Understanding

Are you a Closed Mind?

Understanding our Current Communication Strategies

Improving our Communication Skills

Managing Anger

The Dynamics of Anger

Managing your Own Anger

Skills for dealing with Another Person's Anger

Prevention

Difficult Behaviours: What are they?

Specific Causes of Difficult Behaviour

Weapons Used by Difficult People

Coping Strategies for Difficult Behaviours

Dealing with Difficult Situations

Assessing the Mood of the Situation

Conquering Resistance

The Art of Persuasion

Recognizing Barriers

Difficult Behaviours and You

Change your Behaviour to Change the Interaction

Negative Interaction Cycles

Positive Interaction Cycles

Take a Step Back

What are Your Triggers

Changing Paralanguage

Managing Stress

Personal Action Plan
