



Dealing with difficult people

Who should attend?

Those people where their daily activities include contact, whether it be face to face or telephone where a potential exists for conversations to escalate and become conflictual.

Key learning outcomes:

By the end of this seminar you should possess skills that enable you to;

- Develop an understanding of how we respond to conflict and what motivates others.
- Have a self awareness of how we might inflame a situation through the words we use.
- Understanding what a values system is and how we operate differently through those life experiences.
- The use of different listening skills in order to establish a more positive relationship
- How we can use our communication style in reducing anxiety and stress when confronted by someone we see as being difficult.
- Develop an understanding of how the "worst" people we meet are well intentioned.

Public courses and In-house training

We provide both public courses where anyone may attend on our set training days. We are also able to provide in-house courses for organizations, community groups, schools etc. Feel free to request a quote by emailing;

fred@conflictsolvers.com.au or

Contact Fred Stern on 0412 102801 or (03) 9311 3316.