

DEALING WITH CHALLENGING SITUATIONS

"It always seems impossible until it's done." - Nelson Mandela

This training course will equip participants with the tools to confidently and effectively deal with challenging situations. Through a combination of practical exercises, discussion, and expert advice, participants will gain an understanding of how to handle difficult scenarios and disagreements. They will learn communication techniques, including active listening and assertive speech, to help them reach an equitable resolution. In addition, the training will explore strategies to manage stress and cognitive biases that affect decision-making. With the skills acquired, learners will be able to build stronger relationships and create productive

Key Course Content:

- Develop rapport to generate relationships where none exist.
- Identify root cause of the challenging situation.
- Use reflective listening to gain an understanding of the situation.
- Widen your perspective to capture stakeholder concerns.
- View people as well intentioned.
- Remain positive even when the going gets tough.
- Conduct a 30 second personal safety audit.
- Avoid/substitute vocabulary that can add fuel to the fire.
- Understand that people have different values and therefore different behaviours.
- Manage the reactions of yourself and others.



Target Audience:

The course can be tailored for the specific cohort whether it be the leadership team, another group of managers/team leaders or employees.



Duration:

This course is available as a 1-day course or a truncated half-day course.



Delivery:

This course can be delivered both in-person or virtually. For virtual delivery, we can use our virtual platforms or your organisations.



Group Size:

We recommend a group size of 4-10 people.