

Handling Conflict in Professional Settings

"I found this course rewarding and helped me to start changing old styles of dealing with people. My job is different and I have more responsibility now and this course has helped a lot. Thank You."

- Participant, Client in New Jersey



Overview:

It explores why we behave in the way we do and how to adapt one's behavior to get the desired outcome. You will develop a range of skills including handling complaints, breaking bad news, giving difficult feedback and handling conflicting sets of interests. It will make you feel more confident in communicating the complicated and sensitive issues that arise in work with clients and colleagues, through practical exercises in an informal setting. The course is highly practical and helps delegates to increase their self-awareness as well as providing opportunities to develop their skills.

Topic Highlights:

- Deal with conflict constructively
- Giving difficult feedback
- Identify your preferred behaviors when communicating and its impact on others
- Recognize the use of effective questioning and of active listening techniques
- Consider the impact of non-verbal communication and the five stages of rapport

Special Features:

This program is designed for your requirements and course materials will be custom written, with materials being produced and delivered specifically for your organization's systems and processes.