

## TO MAKE A BOOKING



03 6223 5612



admin@positivesolutions.com.au



# MANAGING DIFFICULT SITUATIONS

## TAILORED CONFLICT MANAGEMENT FOR WORKPLACES

---

In the workplace, it is vital that employees have the skills to manage difficult situations and behaviours; whether they be behaviours from a client/customer, or a colleague. Conflict is a natural phenomenon, which can occur in any context. Understanding individual experiences of those involved supports conflict resolution and productive problem solving. Skills in de-escalation, communication and problem solving are critical to positive resolution. While each person is uniquely crafted by their personality and experiences, we all have the capability to train our brains to be more self-aware and adopt behaviour that is respectful and progressive.

### Training Aims:

- to develop their personal emotional intelligence and an awareness of another individual's personal experience
- to equip staff with the skills to identify their own biases, assumptions, and experiences of a difficult situation
- to develop skills in de-escalation
- to gain strategies in respectful communication
- to build their resilience now and in the future

This training package will be delivered in a manner tailored to the participants. Prior to the training, your participants will be sent a pre-presentation survey to ascertain their current skill level and expectations from the training, to support the participants to achieve proficiency in managing difficult situations.

TIME: 3 to 4 HOURS

ONSITE

MAX 25 PARTICIPANTS

For costs, please contact us

**DISCLAIMER: Positive Solutions does not provide conflict management services. This presentation is designed to provide a space for facilitated discussion among employees and employers. If you would like information on who you can contact for HR Support, please discuss with our practitioner.**



[www.positivesolutions.com.au](http://www.positivesolutions.com.au)



@positivesolutionstas