The Power of
INFLUENCE
RAPID FIRE CONFLICT WORKSHOP

2LEARN

Module C1 - Dealing with Conflict and Difficult People

The first module is a 'rapid fire' session that gives you the basics to deal with conflict and difficult people. This session is fast and holds no punches.

- How do I control my emotions and not let the other person push my button?
- How do I react to the emotions of others?
- How can I get the person to listen to what I say, when clearly, they are angry?
- How can I turn this situation into an opportunity rather than an awkward interaction?
- What if it goes wrong? What can I do?
- What do I say?

Duration is 90 minutes, with a maximum of 12 in the online workgroup. A full interactive workbook is provided, and the program is recorded and uploaded for you to review later.

Module C2 - Communicating in DIfficult Times

The second module helps you polish your skills around communications.

- How can we listen more effectively?
- What are the barriers to listening?
- What can I do to get my message across- face to face and online?
- What can I use to help me communicate more effectively?
- How can I change my words to create a 'can do' mindset in others?

Duration is 90 minutes, with a maximum of 12 in the online workgroup. This session gives you some practical tools to create and deliver effective messages and how to be proactive in the language you use.

Module C3 - Understanding what Causes People to be Difficult and Engage in Conflict Conversations

The third module goes deeper into understanding 'why' people behave like they do. This is for individuals who are keen to master their ability to deal with difficult people

- Why 'diversity of thinking' is important, and how conflict starts?
- How understanding your conflict buttons will help you lead the situation more effectively?
- What drives conflict and what do people do when under stress?

Duration is 120 minutes, with a maximum of 12 in the online workgroup. This session gives participants a deep understanding of this area. It requires the completion of two psychometrics prior to the program. The conflict resolution psychometric is provided after the program for participants to use with others.

All sessions require pre-reading and post assessment

01	02	03	04	05
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