

Handling Challenging Situations

Can your team members approach challenging situations calmly, openly and objectively? Do they take a proactive, assertive approach to conflict handling? One that builds relationships and leads to mutually beneficial outcomes?

This hands-on course will deepen your teams' understanding of the reasons for conflict and the emotions behind it. They will gain skills in handling challenging situations with increased confidence, approaching them in a proactive, constructive and sensitive way, enabling your organisation will gain enhance engagement and collaboration.



Objectives	Benefits
<ul style="list-style-type: none"> Approach conflict situations confidently and assertively, through self-awareness, navigating emotions and managing reactions 	<ul style="list-style-type: none"> Participants will increase their confidence and ability to respond to conflict, proactively reaching mutually beneficial outcomes
<ul style="list-style-type: none"> Defuse emotionally charged situations through an in-depth understanding of the reasons for conflict and of others' behaviour 	<ul style="list-style-type: none"> Stakeholders will benefit from an environment where conflict is dealt with openly, generating greater trust and resilience during challenging times
<ul style="list-style-type: none"> Take a strategic, objective approach to conflict handling, proactively working to create mutually beneficial solutions 	<ul style="list-style-type: none"> Your organisation will increase engagement and effective collaboration through proactive resolutions to conflict

- Developing level course: take your communication skills to the next level
- Experience: strong establishing level skills
- Minimum advanced (C1) level English

Handling Challenging Situations - Course outline

Module	Competency
Conflict handling essentials <ul style="list-style-type: none"> Identifying the nature and types of conflict Evaluating your conflict handling skills and setting personal goals 	<ul style="list-style-type: none"> Set goals to improve conflict handling skills by analysing communication against criteria for effective performance
Managing your reactions to conflict <ul style="list-style-type: none"> Identifying hot buttons Staying calm and composed 	<ul style="list-style-type: none"> Remain calm and composed in conflict situations to enable constructive dialogue
Reframing your perceptions in conflict situations <ul style="list-style-type: none"> Questioning assumptions and beliefs Framing the situation objectively 	<ul style="list-style-type: none"> Question assumptions and beliefs to frame the conflict situation objectively
Uncovering needs and wants in conflict situations <ul style="list-style-type: none"> Identifying needs and wants Uncovering others' needs and wants 	<ul style="list-style-type: none"> Uncover needs and wants in conflict situations to facilitate productive outcomes
Conflict handling approaches <ul style="list-style-type: none"> Evaluating different approaches Selecting your approach 	<ul style="list-style-type: none"> Select appropriate approaches for handling your conflict situations
Generating solutions in conflict situations <ul style="list-style-type: none"> Following a problem-solving process Generating creative solutions 	<ul style="list-style-type: none"> Propose relevant and realistic solutions in conflict situations
Defusing emotionally charged conflict situations <ul style="list-style-type: none"> Using non-verbal techniques for defusing emotions Using verbal techniques for defusing emotions 	<ul style="list-style-type: none"> Defuse emotionally charged situations using non-verbal and verbal behaviour, enabling productive outcomes
Conflict handling mini-clinic <ul style="list-style-type: none"> Articulating your conflict handling skills Setting goals and action planning to handle your conflict situations 	<ul style="list-style-type: none"> Develop plans to achieve conflict handling goals in the workplace by selecting tools and techniques for effective performance