

# Managing Difficult Situations

With today's fast-moving environment, diverse workforce and higher customer expectations, conflict is almost inevitable. Most people, though, do not have the skills to manage conflict appropriately. The opportunity for errors in communication is greater than ever, and misunderstanding can lead to anger, cynicism and hostility. This seminar is full of practical ideas for managing conflict, communicating effectively and finding win-win solutions in difficult situations.

## Overview/Objectives

- Learn what factors contribute to the communications process and how they interact
- Understand personality types and how they impact interpersonal relationships
- Recognize what triggers defensive postures and how to avoid them
- Learn techniques for resolving conflicts

## Topics

### **ELEMENTS OF COMMUNICATION**

A number of complex factors contribute to the communication process. Knowing these factors and how they interact can provide insight for making changes and growth.

### **INTERPERSONAL DYNAMICS**

Understanding the psychological dynamics of the communications process allows you to tailor your message and delivery to improve reception. Learn what triggers defensive reactions and how to increase effective interpersonal dialogue to create more productive relationships.

### **IMPROVEMENT STRATEGIES AND SKILLS**

Learn strategies and skills to increase effectiveness in listening, articulating needs, defusing negative interactions, asking probing questions and delivering feedback on what is communicated.

### **FINDING SOLUTIONS TOGETHER**

Develop negotiating skills critical to managing conflict and resolving issues appropriately. Master collaborative problem-solving skills to come up with solutions that preserve the integrity and dignity of those involved in disagreement.

Designed for: Anyone who faces conflict situations. Course time: 4 hours

D. O. Kercher Enterprises, Inc. • 418 Blue Lake Trail • Lafayette, CO 80026  
Phone (303) 926-7279 • Fax (303) 926-7280  
dkercher@aol.com • www.dokercher.com