

Training Outline:

Handling Difficult Conversations

A one day course covering:

- What is conflict?
- Active listening
- Anticipating conflict and preparing for meetings
- Identifying the key issues at the root of a problem
- Assertiveness vs. Anxiety
- Separating people from problems
- Identifying and exploring potential solutions

This course is suitable for:

- Managers
- Customer service staff

Peaceworks Training Team:

- Trainers are public speakers each with a minimum of twenty years experience
- Each is a highly qualified and experienced mediator
- Draw from diverse professional backgrounds and experience – business, legal, community work, health, organisational change