



# DEALING WITH CHALLENGING SITUATIONS

*"When we are no longer able to change a situation, we are challenged to change ourselves" – Victor Frankl*

People deal with challenging situations in different ways. You've heard of the fight or flight responses from our primeval instincts. "Freeze" is also a recognised response. Although not always a good one, it still has its place. You might have faced a challenging situation and literally done nothing yet still achieved a good outcome. This program helps you reframe the situation and focus your energy on getting the best outcomes. This program is designed to assist participants to cope effectively with situations which could be classified as 'challenging'. Through an experiential learning process, participants will be guided through a journey of understanding as well as specific skill development in the areas of reflective listening, rapport building, developing self-awareness, assertiveness and delighting in diversity.

## NUTS AND BOLTS

*Would you like to attend this program?*

For maximum effectiveness, this course is best conducted as an in-house program.

**Venue:** For your convenience, you can choose to conduct this course at your workplace. Alternatively, we can provide a training venue at a small additional cost.

**Duration:** Each course can be tailored to suit your timeframes.

**Cost:** Price on request

Look at what you receive within 24 hours at no cost:

- An obligation free proposal
- A bio of a proposed trainer
- Training cost

### Key Learning Outcomes

*At the conclusion of this course, participants will be able to:*

- develop rapport to generate relationships where none exist
- identify root cause of the challenging situation
- use reflective listening to gain an understanding of the situation
- widen your perspective to capture stakeholder concerns
- view people as well intentioned
- discover your communication style
- create feedback loops
- remain positive even when the going gets tough
- conduct a 30 second personal safety audit
- be more intuitive
- avoid/substitute vocabulary that can add fuel to the fire
- understand that people have different values and therefore different behaviours
- manage the reactions of yourself and others
- create boundaries clearly and effectively

## GET IN TOUCH

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