

Behavioural Adjustment Techniques in Intense Situations

There are times in our work and personal lives when we might feel that we are in a tumble drier of stressful situations. This program is designed to give you the skills to handle intense situations effectively and safely. Participants will be better able to control their emotive and behavioural reactions. Each participant will be given a toolbox of psychological tools that can be used the next time they find themselves in an intense situation.

How well can you adapt your behaviours in intense situations?

Ask yourself the following:

1. I know how to eliminate stress.
2. I control how my mind and body responds to difficult moments.
3. I am aware of the things that cause tension.
4. I know how to deal with angry people.
5. I can easily identify possible exits in a volatile environment.
6. I know how to apply effective communication skills when dealing with people who do not respond to normal communication processes.
7. I have a positive attitude and always look at the bright side of life.
8. I use reflective listening to gain an understanding of others.
9. I understand that people have different values and therefore different behaviours.
10. I know how to attain win-win outcomes in intense situations.
11. I listen to my intuition.
12. I remain calm in stressful situations.
13. I have a toolbox of ideas to use when situations become more intense.
14. I can make a difficult decision and still sleep well at night.



Key learning outcomes and your facilitator

This program does not work well in theory and concepts. Your facilitator(s) have proven practical hands on experience working in intense situations. Some of the facilitators are also qualified psychologists who integrate their experience with their knowledge.

Your ***Behavioural Adjustment Techniques in Intense Situations*** program will give participants the skills to:

- Use disassociation techniques and not take any situation personally.
- Communicate more effectively with all stakeholders
- Get critical information faster from other stakeholders.
- Use stress debriefing techniques.
- Deal with angry and infuriated people.
- Build your intuitive skills.
- Identify signposts of an unsafe environment.
- Apply self protection techniques.
- Know when it is not worth persisting.
- Learn rescheduling as a technique.
- Practice calming methodologies.
- Understand role boundaries and negate role ambiguity problems.
- Invent win-win solutions for both parties.
- Learn relaxation techniques.
- Apply different approaches in conflict situations.
- Understand different personality styles.

Would you like to attend this program?

- For maximum effectiveness, this program is best conducted as an in-house program.
- **Ideal group size:** 4 - 12 participants.
- **Venue:** For your convenience, you can choose to conduct this program at your business premises. Alternatively, we can provide a training venue at a small additional cost.
- **Duration:** This program can be adapted to meet your requirements.
- **Cost:** Price on request.
- **Target Audience:** Employees, Supervisors, Team Leaders, Senior Managers or CEO's.

If you would like more information on this training program, please contact:
Melinda Kavanagh - Marketing Manager 03 9805 8000 Email: mkavanagh@preftrain.com
or visit our website today.

www.preftrain.com

