



WORKPLACE COMPOSURE

"Composure is the ability to remain calm and in control of oneself." - Unknown

This course teaches attendees the importance of staying composed in the workplace. Participants will learn how to maintain composure under pressure and work towards desired outcomes, discover strategies such as non-aggressive communication and conflict resolution, and understand the importance of remaining professional at all times. This course offers practical strategies to help build resilience and make positive choices with challenging situations while keeping one's cool in the office. Attendees will leave this course better prepared to handle difficult conversations, stress management and conflict resolution in order to promote a culture of professionalism and respect in the workplace.

Key Course Content:

- Develop a clarity culture at work.
- Understand that paradox and ambiguity is perception.
- Learn the perceptive gap between "crystal clear" and "clear as mud".
- Work with different thinking styles.
- Learn to actively listen and practice questioning styles.
- Understand the psychological effect of receiving ambiguous messages.
- Work constructively with paradox.
- Understand that people are unable to perform according to your "should manual".
- Promote a positive feedback culture with honest conversations.
- Learn to substitute confusing workplace vocabulary.



Target Audience:

The course can be tailored for the specific cohort whether it be the leadership team, another group of managers/team leaders or employees.



Duration:

This course is available as a 1-day course or a truncated half-day course.



Delivery:

This course can be delivered both in-person or virtually. For virtual delivery, we can use our virtual platforms or your organisations.



Group Size:

We recommend a group size of 4-10 people.

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