



CORPORATE
COACH GROUP

Special One Day Communication Skills Conflict Management Training

Many people do not feel very confident about their communication skills.

Especially when dealing with complex situations or difficult people.

There are some people who avoid difficult situations and hope things will improve by themselves. There are others who mis-manage situations and make matters worse.

Mis-communications and poorly managed conflicts can waste too much time and money.

So, on this course, you will gain more confidence in accurate communication and conflict management.

You should attend the course.....

1. If you sometimes say to yourself "I know what I mean but I can't explain it".
2. If you believe conflicts may sometimes be based on misunderstandings
3. If you have to handle strong characters that you find difficult to deal with.
4. If you have to handle moody, emotional characters that you also find difficult.
5. If you sometimes lose your temper and make the conflict situation worse - not better, by saying too much ; or
6. If you leave it for too long and just hope the situation will resolve itself.
7. If you wait and wait and waitand then let rip!
8. If you are unsure of when it is right and when it is NOT right, to compromise.

If any of the above descriptions fit you, then the course will be a benefit.

Benefits of this communication skills and conflict management course

1. You will feel more confident during all communication situations
2. You will get the best possible result from the situation with the minimum fuss, in the shortest possible time
3. You will avoid all the expense, perils and emotional turmoil of a badly managed conflict situation
4. You will feel happier to handle any complex work situation

Course agenda

Day One AM

Clear and accurate communication

1. The need to act from professional principles not by your feelings or mood
2. The need for clear communication
3. How to define your meaning and avoid miscommunication
4. Focus on what CAN BE DONE, not on what cannot be done
5. Distinguish between legitimate criticism and cynicism
6. How to improve your listening skills

Day One PM

Resolving conflicts based on poor behaviour

1. Remember to let them save face
2. How to use factual language, NOT emotionalised, highly charged language
3. Always prepare your message in advance
4. Always give them a specific “way out” of the conflict situation
5. Distinguish between “reasons” and “excuses” for not doing something
6. Learn when to compromise and when not to
7. Watch the body language and listen for the voice tone
8. Keep control of yourself

Final summary

How will this training help you to get the best from yourself and others?