

Do you want to have a more effective and happier team? Sharing ideas and solutions at work leads to better decisions and more creative solutions. Knowing this, successful managers encourage and develop their staff to be more open with each other, and with clients and customers.

However, managing such openness can be challenging, especially when views and opinions diverge. This course equips participants with an understanding of how to manage conflicting views. It provides a set of tools and techniques and the opportunity to reflect on real life situations.

*Handling Difficult Colleagues and Customers* will also help you to improve the way you approach your relationships at work and help you identify ways to become more skilful at coping with those who are different from you. Aside from that, it will help you understand yourself better.

## **BENEFITS**

### **After this one-day workshop you will be able to:**

- manage conflicting views successfully
- use a range of techniques for diffusing difficult, tense or emotional situations
- identify the best ways to work with colleagues who are different from you
- use your new self-understanding to positive effect in the workplace

## **LEARNING OBJECTIVES**

### **You can expect to:**

- assess your style of dealing with different opinions and ideas
- develop a framework for identifying and analysing the causes and symptoms of conflicting views in the work place
- be equipped with a set of tools for handling and capitalising on problem situations

## **COURSE OUTLINE**

### **Defining a difficult colleague or customer**

- Case study
- Dualism
- Know your own style
- The stress cycle

### **Causes and symptoms**

- Intentional or unintentional causes
- Categorise the causes of problems
- Internal stressors

**Solutions**

- Prevention is better than cure
- Solutions: pros and cons
- Solution tools and techniques
- Role play

**Problem Analysis**

- The game
- Case Study analysis

**Finding balance**

- Personal coping strategies
- Your personal work/life balance strategy

**Who The Course Is For**

This course is for executives and managers who deal with many colleagues and clients.

**To run this workshop at your premises:** Rs 125,000 (up to 20 participants)\*

\*This price does not include the cost of transporting the trainer to and from your premises