

Scream -

A Workshop to help you handle yourself effectively in difficult situations

What's in it for you?

In response to challenge we can often slip into fight or flight: reacting or running away ... with the consequence that issues do not get resolved. In this workshop we aim to help you stop screaming inside and learn to manage difficult scenarios and pressures that may be put before you.

What you will get out of it

By attending this workshop you will:

- Understand your reaction to negative/difficult situations.
- Explore techniques to manage conflict and difficult people and situations.
- To learn a number of personal coping strategies.
- Know how to encourage ownership of problems so you don't carry all the weight!

Key Themes

What happens to us when we are faced with a difficult situation?

- An understanding of the natural human reactions **we all** experience.

How can we handle these difficult situations/people?

- Defusing the situation with a simple technique.

Coping with it all ...

- Little tools that really work: centering, the nose sniff, positive mental attitude.

How can we manage the 'Blamers'?

- Tips to help us handle these people.
- Encouraging a shift in culture.

How can I deal with the negative situations that cause conflict?

- Applying the CUDSA model.

"I shouldn't have to sort it all out" ... Managing expectations

- How realistic are our expectations of ourselves and others?
- Agreeing a 'Trading Post' within a team.

Why won't our users take ownership?

- Explore an effective problem solving and decision making model.

What's Involved

Fun engaging exercises and activities to help you feel confident and strong and ready to handle any challenge that confronts you. You will learn new ways to manage the expectations of others and therefore stop difficult situations escalating!