

Managing Difficult Interactions Knowledge Course

Table of Contents

Course Objectives

Getting Ready to Learn

Chapter One:
Difficult Interactions – Where Do They Come From?

What Makes an Interaction Difficult?

Why We Avoid Difficult Interactions

Misunderstandings

Disagreements

Confrontational Language

More Confrontational Language

The Escalation Process

Escalation in Action

How to De-Escalate

Chapter Two:
Strategies to Avoid Difficult Interactions
Before They Develop

Know Your Purpose

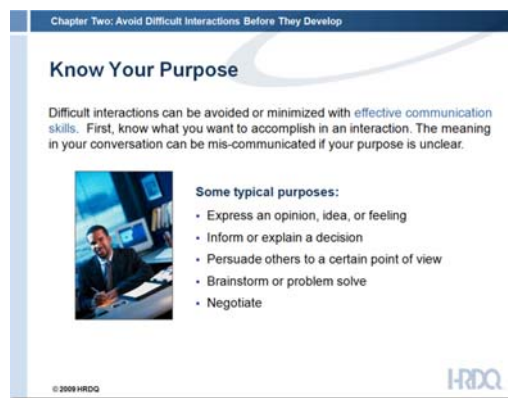
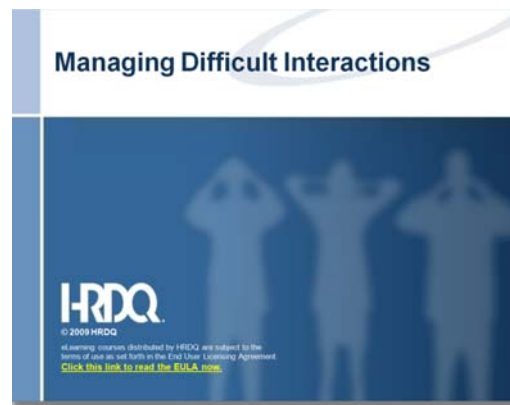
Frame Your Message

Use an Assertive Approach

Use Cooperative Language

Use Good Listening Skills

Establish Credibility and Trust



ALL TITLES ARE FULLY CUSTOMIZABLE AND CAN BE DISTRIBUTED ON AN UNLIMITED BASIS.

-- Continued --

Chapter Three: “In the Heat” Strategies for Handling Difficult Situations

Introduction

Describe the Situation

Describe The Effect

Develop a Solution

Gain Buy-In and Commitment

Replace Criticism with Problem Solving

Handling Criticism

Sources of Negative Emotions

Rules of Emotion Management

Calming Strategies

Express Emotions Appropriately

Typical Responses: Difficult Interactions

More Responses: Difficult Interactions

Conclusion

**Order Online.
Call us at 800.257.4916**

