

TRAINING IN DEALING WITH DIFFICULT CONVERSATIONS

Barbara trains individuals, community groups/committees, management and staff in a collaborative approach to effective communication and relationships. The training explores how personal conflict styles influence behaviour when dealing with difficult conversations and conflict situations.

During the training participants are introduced to the nature and source of conflict, and they are invited to identify personal conflict styles and discover how to apply the styles to a range of conflict situations.

John Cleese makes an appearance during the training (DVD) to talk about assertiveness and participants get a chance to practice what he preaches through an approach to role playing that builds in comfort for participants as they learn.

Contact Barbara on 0429 155 743 or chappell@aapt.net.au to talk about tailoring a training session to meet your needs.