

“In every difficult situation is potential value. Believe this, then begin looking for it.”

*Norman Vincent Peale*



# Dealing with difficult situations

## Mitchell Personnel Solutions

### Program Outline:

This two day program is designed to help you look at difficult situations from a strategic perspective, and understand how to act in such situations.

You will learn about:

- Identifying personality types
- Managing emotions
- Barriers to communication
- Understanding cultural differences
- Detecting and minimising conflict
- Preparing for difficult situations
- Diffusing aggression

During this program you will be introduced to Enneagram, a personality system which describes nine distinct and fundamentally different patterns of thinking, feeling and action. This model is based on a perceptual filter which determines what you pay attention to and how you direct your energy. Using this tool to understand your preferences, you will learn how to have an advantage in a difficult situation.

At the end of this course you will:

- Understand the principles of the Enneagram tool and put them into practice
- Know how to identify and control your emotions
- Be aware of how cultural differences can affect a situation
- Understand how to minimise conflict and use communication techniques to convey your message
- Have the skills to identify, prepare and diffuse a difficult situation

*This program is ideal for people faced with difficult situations or customers in their work or private life. Knowledge is power.....this provides a great confidence boost!*

*exceeding expectations*

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