

# Handling Challenging Encounters

**Aim** To equip participants with the knowledge; skills and techniques required to handle conflict calmly and confidently

**Objectives** By the end of this workshop, participants will be able to:

1. Name the three underlying causes of conflict
2. Describe the psychological forces at work during conflict
3. Describe what it means to look, sound and be more assertive
4. Explain how to handle challenging encounters more effectively
5. Demonstrate the knowledge gained by handling simulated work-based scenarios
6. Produce a personal action plan based on the insights they have gained

## Format

This workshop focuses on the principles and techniques in the morning and skills practice sessions during the afternoon

## Overview

- An exploration of the three root causes of conflict
- How to use the drama triangle to understand the unseen dynamics of conflict
- Resisting the three dysfunctional roles that conflict can dupe us into playing
- The dynamics of Transactional Analysis
- An exploration of the challenging encounters that participants face at work
- A participative exploration of the knowledge, skills and traits required to successfully handle challenging encounters
- A framework for handling challenging encounters effectively
- Practice sessions using scenarios based in the participants real working world
- Participants will finalise their personal action plans

