

Handling Difficult Situations

Rough days? Rough interactions? We can help!

Dealing with people who are distressed, angry or otherwise challenging can be one of the toughest part of someone's day – whether with external customers, or colleagues and employees. This 60-minute, interactive webinar provides insights and strategies to manage yourself, and the difficult people and situations that you encounter. It will enable you to be proactive vs. reactive when challenged by people and circumstances.

Learning Objectives

- Choose your mindset
- Understand the impact of body language and tone
- Communicate clear expectations
- Use active listening skills to uncover needs, attitudes, and concerns
- Interact more effectively with internal and external customers