

Leadership – Dealing with Staff & Difficult People

Introduction	5 mins
Why learn about conflict	5 mins
Initial Reaction	10 mins
What are we thinking?	
Why are we thinking it?	
Why should we be aware of this?	
Conflict Management Skills	40 mins
Disengage – how can it be done in front of someone?	
Empathize – how to do it sincerely?	
Active Listening –	
Questioning	
Open VS Closed – when, why	
Questioning drill	
Paraphrasing	
How do we do it?	
Summarizing	
How is it different from Paraphrasing?	
Encouraging	
Verbal	
Non-verbal	
Depersonalize – Evaluate Behavior	
Words only have the power we give them	

Summary of skills and key take away.