

Syllabus

Module 1

How we can de-escalate conflict in ten steps

How we can handle Difficult People

Defining Difficult People

Why Difficult People are difficult – an underlying cause of difficult behaviour

General strategies and principles for better handling Difficult People

'Rising above' Difficult People

Four steps for handling Difficult People

Types of Difficult People

Seven strategies for better handling anger

Module 2

Non-Verbals (including Body Language)

What are 'non-verbal actions' and why are they so important?

What should we remember about 'personal space'?

In conflict situations, how might our body language change?

When in a conflict situation, what must we bear in mind about 'touch'?

Can we control our body language (including facial expressions)?

What can a smile do?

What is an overriding rule about using body language?

The link between body language and brains. How we can feel calm & confident.

What are we communicating when we use body language?

The 'three C rules' when interpreting body language

Powerful phrases to use when resolving conflict

Module 3

Resolving conflict by restoring relationships

The link between trust, hurt and anger

Two overriding principles for resolving conflict

Step 1 – Take the initiative

Step 2 – Confess your part in the conflict

Step 3 – Listen for the hurt

Step 4 – Consider their perspective

Step 5 – Tell the truth tactfully

Step 6 – Fix the problem, not the blame

Step 7 – Focus on *restoring* the relationship, rather than resolving *all* conflict

Module 4

Understanding Personality Styles

How we can benefit from learning about Personality Styles

The DISC Personality Styles

How we should use this information and how the information helps us

Comparing Personality Styles with our behaviour

Appreciating, and working with, our Personality Style differences

The first stage in resolving conflict within relationships

What happens when we ignore, or try to eliminate, personality differences

With our knowledge of Personality Styles, what we can do to help resolve conflict

One way we can appreciate personality differences

Some key messages about Personality Style differences

Handouts

Module 1

General principles to employ during the 'four steps for handling Difficult People'
Personality Style Test
Additional completion instructions for the Personality Style Test
Personality Style Test Definitions

Module 2

Body language gestures
Body language for a greeting and departing
Nonverbal actions : What they are and how they can help resolve conflict
Powerful phrases to use when resolving conflict
'Nevers', Timing and Assertiveness
Handling hurt when resolving conflict
Types of Difficult People : Suggested strategies, action steps and what to say
Handling conflict within romantic relationships

Module 4

Personality Style Scoring Sheet
Characteristics of Personality Style 'Blends'
DISC grid
The relationship between each Style
The D Personality Style ('Dominant') – key words
The I Personality Style ('Influential') – key words
The S Personality Style ('Steady') – key words
The C Personality Style ('Compliant') – key words
The difference between Personality Style and behaviour
Examples: Appreciating, and *working* with, our Personality Style differences
Personality Styles: Frequently asked questions