



Confronting situations in a constructive manner

Confronting Effectively Workshop Description

Overview

This workshop was designed to improve personal effectiveness by learning how to confront problems. Participants learn how to resolve issues and promote improved interpersonal and team relationships.

Objectives

Upon completion of this workshop participants will be able to:

- Use confrontational conflict modes to achieve creative solutions.
- Evaluate each participant's current behavior in conflict situations.
- Identify the "Five Conflict Handling Modes."
- Examine barriers that keep supervisors and managers from confronting.
- Learn communication triggers that provoke specific kinds of responses.
- Use appropriate confrontational communication skills.
- Improve their personal effectiveness by learning how to confront problems and situations.
- Take the steps that help face and solve problems rather than avoid them.

Learning Methods and Delivery

Pre-Course Requirements: Participants will be sent a communication style questionnaire to complete and return for processing prior to the workshop. This pre-work will take approximately 20 minutes.

Each module within the workshop introduces new concepts that build on the awareness and skills developed in previous modules.

Confronting Effectively can be delivered by our facilitators or certified client facilitators.

Target Audience

First line supervisors and managers

Learning Time

12 hours

Class Size

Typical class size 12 to 20



30700 Telegraph Road, Suite 4566
Bingham Farms, MI 48025
Phone 248.258.0026 Toll Free 866.313.6740
Fax 248.258.0343

www.prismlls.com