



KEEPING COOL UNDER FIRE

A skills practice workshop
to develop assertive behaviours
for challenging situations.

A **two-day**, high-impact workshop
designed and delivered by
our **award-winning** service expert.

“The ability to manage your emotions and remain calm under pressure has a direct link to your performance.”

- Travis Bradberry

This is your invitation to develop your confidence in handling difficult people ...

KEEPING COOL UNDER FIRE

Learn what it takes to keep cool
when things heat up.

With this
training,
you will...

... learn to establish your credibility and personal authority in each customer interaction whilst remaining empathetic, charismatic, calm, and focussed.

...apply deep listening and questioning skills to ensure you get all the information that you need and show that you are really listening.

...discover and practice using a framework for expressing your expectations of a client and encouraging them to take ownership when necessary.

...apply a structure for assertively conveying bad news and difficult messages, especially involving conversations around money, in a way that maintains trust.

...explore strategies for handling conflict and disagreement, and practice using different strategies across a range of real scenarios.

1

PRE-WORKSHOP ACTIVITIES

Complete our recommended reading & video viewing list and arrive ready to learn the latest assertiveness skills.

2

TWO-DAY WORKSHOP

A face-to-face, on-site, highly practical training course designed to maximise the learning experience.

3

ON-THE-JOB LEARNING

Follow-on, self-directed workplace development with accountability to each other.

Back in the workplace,
learning is nothing without implementation.