

Dealing with Difficult Situations Training

ProSidian Consulting Training & Knowledge Management Solutions

LEARNING IS EVOLVING. Leading organizations look for ways to maximize learning effectiveness by placing training and knowledge management initiatives in context with the needs of individual and group development. Learning has become the connective tissue between the organization's mission and those charged with carrying it forward. This connected Learning motivates employees and aligns their needs with organizational initiatives. Whatever your training needs, ProSidian can help. From a single course to an integrated, multi-subject training pathway; we provide resources for Training And Knowledge Management while enhancing your organization's reputation, performance, and bottom line. Learn more about our solution for Dealing with Difficult Situations Training: **INVEST | EMPOWER | DELIVER.**

Training Category

Negotiation And Conflict Resolution: The fact that conflict exists is not necessarily a bad thing; as long as it is resolved effectively, it can lead to personal and professional growth. Through an effective conflict resolution/mediation training framework, ProSidian trains you to solve the problems conflict has brought to the surface as well as maximizing hidden benefits such as increased understanding, group cohesion, and self-knowledge. Our conflict resolution/mediation training acknowledges the prevalent theories of conflict resolution with a thorough understanding of different styles of dealing with conflict. ProSidian trains participants on tools and methods to resolve conflict while forging greater teamwork, understanding, and self-knowledge. Participants gain knowledge of different personality types and, in consideration of their own personality and style, understand how to resolve situations with natural ease.

Expected Training Outcome

"Through ProSidian training on Mediation and Conflict Resolution, each participant will gain an understanding/knowledge of topics on Dealing with Difficult Situations which can be applied to their working environment. The desired outcome of the training process is for the learner to gain skills that enhance their ability to perform and minimize conflict while being able to impart newly realized knowledge on subordinates, peers, and throughout cross functional work teams.

What You Will Cover

Dealing With Difficult Situations -- Conflict Resolution -- Dealing With Difficult People -- Workplace Conflict -- Managing Performance Problems -- Mediation -- Responding To Customer Complaints

Course Number
PC2069ND5

Proposed Training

Dealing with Difficult Situations: Training will include conflict resolution, dealing with difficult people, workplace conflict, managing performance problems, mediation, and responding to customer complaints.

Training Medium

In-person lecture; On-line exercises
In-person lecture; On-line exercises

Class Size:

Minimum Class Size: 20 | Maximum Class Size: 45

Learning Methods

Webinar (WL) | Workshop (WS) | e-Learning (EL) | Consulting (CL) | Manager Led (ML) | Online Assessment (OA) | Self-Study/Print (SS) | Pretest/Posttest (PL) | Blended Solution (BL)

Who Should Attend

Mid-Level To Senior-Level Managers; Executive Leadership; Customer Service Teams

Prep Duration

Pre-preparation is not required but is recommended to receive maximum value from this course.

How You Will Benefit

Participants of ProSidian training on Mediation and their respective organizations will gain knowledge with the goal of achieving new skills that when successfully used may deliver benefits including but not limited to: Productivity Improvement -- Employee Satisfaction - - Improved Team Cohesion -- Decreased Work Conflicts -- Effective Communications



A Trusted Resource For Negotiation And Conflict Resolution - Dealing with Difficult Situations Training In A Changing World

Dealing with Difficult Situations Training

Real Results In Negotiation And Conflict Resolution For Dealing with Difficult Situations Training (Course # PC2069ND5)

There are no shortages of issues that keep business leaders awake at night. Whether it's finding sustainability and addressing competitive forces or identifying positions between strategic scope and strategic strength; No Doubt About It, The Organization With The Best People Wins. But perhaps no other topic creates the degree of concern - both short and long term - than developing human capital through Training And Knowledge Management.

Invest:

Business leaders and academics agree – only by having the right people at the right positions can your organization reach its potential. This means investing in training and knowledge management to empower your people to make the best decisions and drive innovation while maintaining compliance, quality, and performance.

Empower:

Knowledge truly is power. Whether it's finding sustainability and addressing competitive forces or identifying positions between strategic scope and strategic strength; No Doubt About It, The Organization With The Best People Wins. Training and knowledge yields the power to make the right decisions.

Deliver:

ProSidian delivers training through powerful tools and experienced experts. Our Negotiation And Conflict Resolution Training Solution delivers measurable results and creates a positive return on investment in human capital using frameworks for training and talent management derived from leading research and best practices.

Contact ProSidian For Training & Talent Management

Do you have a plan for Training And Talent Management? If so, ProSidian can help.

Our professional trainers and facilitators provide government, business, and non-profit organizations with effective solutions in the areas of training, research, organizational development, and technical assistance.

Working with our clients, we draw upon a diverse group of resources, bridging academic, research, business, government, and theory with real-world business applications.

Learn More At www.ProSidian.Com/Services/Talent-Management/

Contact Us At [Solutions @ ProSidian.Com](mailto:Solutions@ProSidian.Com)

- Risk Management
- Energy & Sustainability
- Compliance
- Business Process
- IT Effectiveness
- Talent Management

