



PROJACS ACADEMY  
by @egis



# Handling Difficult Situations and Conversations

التعامل مع المواقف والمفاوضات الصعبة بفعالية

20 – 24 November 2023

Barcelona / Spain

## Introduction

In today's fast-paced and competitive work environment, it is inevitable that we encounter situations and conversations that are challenging, stressful, or even confrontational. How we handle these situations and conversations can have a significant impact on our professional relationships, performance, and well-being. This course will equip you with the skills and strategies to effectively deal with difficult situations and conversations in a respectful, assertive, and constructive way.

## Objectives

By the end of this course, you will be able to:

- Identify the sources and triggers of difficult situations and conversations
- Apply a framework to prepare for and conduct difficult conversations
- Use effective communication skills to manage emotions, listen empathetically, and express yourself clearly
- Apply techniques to handle resistance, defensiveness, and conflict
- Develop an action plan to follow up and monitor the outcomes of difficult conversations

## Who Should Attend?

This course is designed for anyone who wants to improve their ability to handle difficult situations and conversations in the workplace. Whether you are a manager, a team leader, a team member, or a customer service representative, this course will help you develop the confidence and competence to deal with challenging scenarios.

## Course Outline

### Day One

#### Understanding difficult situations and conversations

- Define what constitutes a difficult situation and a difficult conversation
- Identify the common sources and triggers of difficult situations and conversations
- Assess your own strengths and areas for improvement in handling difficult situations and conversations
- Identify your preferred conflict style and its implications

### Day Two

#### Preparing for difficult conversations

- Apply a framework to plan for a difficult conversation
- Identify the purpose, goals, and desired outcomes of a difficult conversation
- Anticipate the possible reactions and responses of the other party
- Prepare yourself emotionally and mentally for a difficult conversation

### Day Three

#### Conducting difficult conversations

- Use effective communication skills to initiate, conduct, and close a difficult conversation
- Manage your own emotions and respond appropriately to the emotions of the other party
- Use active listening skills to demonstrate empathy and understanding
- Use assertive language to express your views, needs, and feelings

### Day Four

#### Handling resistance, defensiveness, and conflict

- Apply techniques to overcome resistance and defensiveness in a difficult conversation
- Recognize the signs of escalating conflict and de-escalate the situation
- Apply strategies to resolve conflict and reach a mutually acceptable solution
- Use feedback skills to give and receive constructive feedback

## Day Five

### Following up and monitoring outcomes

- Develop an action plan to implement the agreed actions and solutions from a difficult conversation
- Apply techniques to monitor progress and evaluate results
- Use follow-up skills to reinforce positive behaviors and address any issues or concerns
- Apply techniques to maintain or restore trust and rapport after a difficult conversation

## Training Method

- Pre-assessment
- Live group instruction
- Use of real-world examples, case studies and exercises
- Interactive participation and discussion
- Power point presentation, LCD and flip chart
- Group activities and tests
- Each participant receives a 7” Tablet containing a copy of the presentation, slides and handouts
- Post-assessment

## Program Support

This program is supported by interactive discussions, role-play, case studies and highlight the techniques available to the participants.

## Schedule

**The course agenda will be as follows:**

- |                     |                  |
|---------------------|------------------|
| • Technical Session | 08.30-10.00 am   |
| • Coffee Break      | 10.00-10.15 am   |
| • Technical Session | 10.15-12.15 noon |
| • Coffee Break      | 12.15-12.45 pm   |
| • Technical Session | 12.45-02.30 pm   |
| • Course Ends       | 02.30 pm         |

## Course Fees\*

- **5,200 USD**  
*\*VAT is Excluded If Applicable*

## المقدمة

في بيئة العمل التنافسية السريعة اليوم، لا بد من أن نواجه مواقف ومحادثات صعبة أو مرهقة أو حتى تصادمية. يمكن أن يكون لكيفية تعاملنا مع هذه المواقف والمحادثات تأثير كبير على علاقاتنا المهنية وأدائنا ورفاهيتنا. ستزودك هذه الدورة بالمهارات والاستراتيجيات للتعامل بفعالية مع المواقف والمحادثات الصعبة بطريقة محترمة وحازمة وبناءة.

## الأهداف

بنهاية هذه الدورة، ستكون قادرًا على:

- تحديد مصادر ومحفزات المواقف والمحادثات الصعبة
- تطبيق إطار للتحضير وإجراء محادثات صعبة
- استخدام مهارات الاتصال الفعال لإدارة المشاعر، والاستماع بعاطفة، والتعبير عن نفسك بوضوح
- تطبيق تقنيات للتعامل مع المقاومة، والدفاع، والصراع
- وضع خطة عمل لمتابعة ورصد نتائج المحادثات الصعبة

## الحضور

تم تصميم هذه الدورة لأي شخص يرغب في تحسين قدرته على التعامل مع المواقف والمحادثات الصعبة في مكان العمل. سواء كنت مديرًا أو قائد فريق أو عضو فريق أو ممثل خدمة عملاء، ستساعدك هذه الدورة على تطوير الثقة والكفاءة للتعامل مع السيناريوهات الصعبة.