

Demanding parents can be both positive and negative. The difference depends on your ability to identify and handle these demands, resolve them appropriately, and learn from the process. Resolving difficult situations improves relationships, builds respect and enables the correct outcome to be achieved. This interactive workshop will provide you with:

- An understanding of the parents perspective
- Key approaches for managing difficult parents
- Insight into your style of handling conflict and ways to enhance your effectiveness
- Strategies and skills to resolve conflicts either face-to-face or over the telephone
- The impact of body language and voice control

Who Will Benefit?

Those who want to establish more effective ways to handle difficult parents

Course Outline

- How to anticipate typical sources of disagreement
- Conflict resolution models and their benefits and limitations
- Using the right resolution approach for the situation
- Handling parents over the telephone
- Supporting angry parents to calm down
- Enabling the parent to appreciate your perspective
- Handling parents face-to-face
- Managing yourself in conflict
- Identifying your strengths and weaknesses in resolving conflict
- How your style of handling conflict helps or hinders your ability to manage conflict
- How to remain positive when dealing with difficult parents
- Understanding the impact of body language
- Controlling your body language to positively impact in situation
- How to remain assertive when handling difficult parents
- A personal plan for improving your own approach to handling conflict
- Practice

Duration

1 Day

01623 627264

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