



4D Group

## **Why Are You Shouting At Me?**

### **Who Would Benefit?**

This workshop is designed to help delegates deal with confrontational client situations. This course will teach you ways of communicating effectively with your teams, colleagues and managers.

### **Objectives**

You will gain enhanced confidence in your ability to manage and control confrontational situations through understanding and influential communication.

### **Content**

Why people act the way they do.  
Understand we are emotional beings.  
How customers react to change.  
The conflict behaviour model.  
What happens next?  
Our survival mechanism.  
Turn the situation around.  
Three stages of conflict.  
Changing our state – cool down.  
Breaking the trance.  
Move on/get on.  
The traps we can fall into.  
Competitiveness.  
Assumptions.  
Failing to read the signs.  
Three steps to control.  
Calming, communicating and controlling stages.  
Communication skills.  
Different types of questions.  
Columbo technique.  
Yes sets.  
Summarise, paraphrase and listen.  
55% rule.  
Matching and mirroring.  
Repetition and reframing.  
Deal with conflict on the telephone.  
Saying 'No!'  
Personal space and room layout.  
Manage conflict:  
    analyse the things that help and hinder.  
Personal safety.

### **Duration**

One day

### **Minimum Numbers**

Three delegates