



Red Education

## MANAGE CHALLENGING RESPONSES IN THE WORKPLACE COMMUNICATION AND RELATIONSHIPS



WILSON LEARNING®



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Red Education

### Expand opportunities, Increase top line revenue

The goal during any interaction is to help others become (and stay) comfortable so that they can work collaboratively to problem solve through challenges.

This module provides participants with an ability to recognise and address the four temporary behavioural conditions that research shows are the common when dealing with internal colleagues or customers in the workplace. Especially when under stress or dealing with challenging situations.

### Key Learnings Are...

- ✓ How to identify the 4 different behavioural conditions.
- ✓ Provide the appropriate action to address the behavior and restore a productive working environment.
- ✓ The importance of empathy, action, attention, and concern to resolve problematic conditions.

#### Contact:

Email: [pd@rededucation.com](mailto:pd@rededucation.com)

Website: [www.rededucation.com](http://www.rededucation.com)

Duration : 3 Hours

Virtual Instructor Led Training