



# Crucial Conversations

## *(Managing Difficult People)*

Having the courage to consistently do the right thing sometimes means having to deal with or confront people and situations which may prove challenging. This workshop has been designed to help you understand why many people ignore things at their peril, to spot the early warning signs of trouble and to give you the skills you need to deal promptly and effectively with each situation as it arises. It will also help you understand your personal triggers to conflict and your preferred operating style

*Suitable for: Managers, Team Leaders and Supervisors who deal with difficult and angry people*

### **Course overview:**

- Common triggers to anger and challenging situations
- How to hold people to account
- Ways to get your message across the way you intended first time
- How to stop taking things personally and avoiding arguments
- Strategies to deal with put downs
- How to deal with resistance in others

Attendance, including lunch and refreshments:

£125.00 plus VAT for ICCM members

£175.00 plus VAT for non-members

If you would like to host a course, please contact Julie Callender, ICCM National Office, City of London Cemetery, Aldersbrook Road, Manor Park, London, E12 5DQ, email [julie.callender@iccm-uk.com](mailto:julie.callender@iccm-uk.com).



An ICCM/Heartled Wellbeing quality management training event

Part of a new suite of management training courses for bereavement services

One-day workshop

Learn new skills



ICCM National Office

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[www.iccm-uk.com](http://www.iccm-uk.com)