



THURSDAY 15 MARCH 2018

09.30 – 16.00

## 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

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Office

City of London Cemetery  
Aldersbrook Road  
Manor Park  
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E12 5DQ

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# Booking Form

I wish to attend/send the following attendee(s) to the ICCM and HeartLed Wellbeing Crucial Conversations (Managing Difficult People) Training Course at the ICCM National Office on Thursday 15<sup>th</sup> March 2018:

Name 1: \_\_\_\_\_ ICCM Member? Y/N

Name 2: \_\_\_\_\_ Y/N

Representing: \_\_\_\_\_

Email: \_\_\_\_\_  
Confirmation of attendance will be sent by email

Phone No: \_\_\_\_\_

Address for invoice: \_\_\_\_\_

Order No: \_\_\_\_\_

Any Special Dietary Requirements: \_\_\_\_\_

*Please note that the training room at the ICCM National Office is up a flight of stairs and there is no lift or alternative access.*

The fee for the workshop covers attendance, documentation, lunch and refreshments. The fee is £125.00 + VAT for ICCM members and £175.00 + VAT for non-members.

Please do not send cash or a cheque with the booking form – an invoice will be sent to you at the address you give above.

Cancellations and refunds – receipt of the completed booking form is a contract. Cancellations must be made in writing at least 10 working days before the workshop, and will incur a 20% administration fee. Cancellations made after 10 working days before the workshop will not be refunded. No refund will be given for non-attendance. Substitution of delegates at no extra charge may be made by emailing [julie.callender@iccm-uk.com](mailto:julie.callender@iccm-uk.com). In the unlikely event of cancellation by the organisers, any fees paid will be refunded but no further liability will be accepted. The organisers reserve the right to make changes to the programme, speakers and venue should this be necessary.

Please return completed forms to Julie Callender at [julie.callender@iccm-uk.com](mailto:julie.callender@iccm-uk.com), or to

ICCM National Office, City of London Cemetery, Aldersbrook Road, Manor Park, London, E12 5DQ