

Bulletproof People - Dealing With Aggressive Behaviour In The Workplace



FOCUS: Learning the skills required to diffuse a heated situation and improve everyone's physical & psychological safety in the workplace.

LENGTH: 3 options

- 30 min Lunch & Learn or Toolbox
- 60 min Keynote or Seminar
- 2 hr, 4 hr, or 6 hr Workshops (customised to the client's needs).

GROUP SIZE: Various

METHOD:  Personal reflection  Pairs collaboration  Group think & action

AWARENESS

1. Understanding the power balance.
2. Humans are emotional beings.
3. 'The Conflict Guide'.

IDENTIFY

1. Hurting people, hurt people.
2. Meeting a need.
3. Restoring power.

FUTURE

1. Be seen to listen.
2. Providing choices.
3. Curious conversations.

TRANSFORM

1. Delivery 'Tough Love'.
2. Tone of voice & body language.
3. Keeping yourself safe.