



## What others say:

*"Finally a workshop that gave me exactly what I needed – an easy to implement approach for staying safe and calming down an angry person.*

*And YES – it definitely works!!"*

Mark, 37, Consultant

*"I learnt that I need to change how I am reacting to challenges in all areas of my life. The follow up coaching session gave me the chance to talk this through and make some huge changes. Thanks so much for your energy and enthusiasm!"*

Trudy, 53, Manager

*"Karyn is down to earth, inspirational and an excellent presenter. Highly recommended"*

Sam, 39, Security Officer

*"I was impressed with this workshop. My partner and I have stopped arguing as much and I have learnt to listen to what he is actually saying"*

Alison, 27, Student

## One Day Workshop Overview

Are there people in your personal or professional life who you would like to be able to get on better with?

Do you need some strategies for creating win-win outcomes?

Are you committed to changing how you react in challenging situations?

Do you need to set some action plans to make sure all this happens?

Would some accountability help you take action?

If so, then this workshop has been designed *exactly* for you!

The '*Communicating Effectively with Challenging People*' workshop is divided into two parts –

- **Tools** for communicating with challenging people and
- **Strategies** for challenging and changing our own attitude and behaviours.

### Part One

We'll look at how you can set yourself up for success before a tough conversation and provide you with tools to stay calm and focused during a challenging situation. You'll be shown how to calm someone down who is angry and then create a win-win solution.

### Part Two

We'll then look at how our own attitudes, beliefs and actions can influence an outcome. From this you'll design a personal accountability plan for improving your communication style. This will be discussed during the 1-1 Changing Ways coaching session.

*Change your mind and keep the change*



*Karyn Chalk*

*What I love most about my work is the opportunity to inspire positive change for individuals and teams, and then see the long term results. Very satisfying!*

- BCapSc
- Dip Tchg (Primary)
- Post Graduate Cert in Challenging Behaviours
- Master NLP Practitioner
- Six Sigma Green Belt

*'Karyn you quickly established yourself as a facilitator who staff, not all of whom would have been enthused about being there, responded well to. Your credibility has never been questioned and within a prison in environment this speaks volumes. Thank you for your contribution to the site's development.'*

**Jack Harrison**  
**Prison Manager , Otago Corrections Facility**

## Course Overview

### Learn how to:

- ✓ Develop a rapport with others to create a win-win outcome
- ✓ Use communication techniques to calm down an angry person
- ✓ Listen to what a person is 'actually' saying
- ✓ Give results based instructions to a person who is being difficult
- ✓ Understand the problem ownership model and use it to resolve the issue with empathy
- ✓ Understand how our own B.E.A.F (beliefs, expectations, attachments and fears) influences our reactions to others
- ✓ Identifying and being responsible for how we react internally and externally when we are challenged by others

## Who should attend?

Anyone who is serious about improving their performance in their personal and professional lives.

## Follow up after the workshop

Because this course is all about actioning your goals, the workshop fee of \$95.00 also includes an individual accountability session with a Changing Ways coach.

*Change your mind and keep the change*