

Kerry Anne Cassidy

Managing Conflict

and Dealing with Difficult People for managers and their teams



LEARN HOW TO GO FROM SURVIVING AT WORK TO THRIVING AT WORK BY LEARNING THE SKILLS OF EFFECTIVELY MANAGING CONFLICT AND DEALING WITH DIFFICULT PEOPLE

3 Online Video Courses for Leaders and their Teams

SIMPLE APPROACH BIG RESULTS: Why you should join...

1

BUILD YOUR **CONFIDENCE AND OVERCOME THE BLAME GAME** TO GET POSITIVE RESULTS

If you feel like you don't know how to deal with conflict and dealing with it only makes things worse, then this course is for you! Stop the blame game and learn how to influence others and take control of difficult situations.

2

LEARN HOW TO **LEVERAGE YOUR EMOTIONAL INTELLIGENCE** TO GET WHAT YOU WANT

Emotional Intelligence has become a hot topic in the workplace simply because it works. Your emotions drive your decisions which drive your behaviour and this ultimately affects your performance. Learn how to leverage yours and assertively manage conflict for positive outcomes.

3

LEARN HOW TO **EFFECTIVELY RESPOND** TO DIFFICULT PEOPLE AND SITUATIONS

The most often asked question in our workshops is, "How can I better manage and deal with conflict and difficult people". So, at Skill Junction we have gathered the best tools and techniques from our vast experience that we know works and gets results. You don't have to do the hard work because we have done it all for you: all the necessary tools, checklists, models and strategies in one place.

4

OVER 20 YEARS OF EXPERIENCE WORKING WITH 1000'S PEOPLE FROM 100'S OF INDUSTRIES

Learning how to deal with conflict effectively is a crucial workplace skill. Having worked with 1000's of learners around the globe and from all walks of life, we have the practical know-how and proven success in helping embed learning in a fun, step-by-step process.



CHECK OUT WHAT'S IN THE COURSE

Self-Paced Video Lessons

that will help you get noticed at work for all the right reasons



OVERVIEW AND WELCOME (INCLUDED IN ALL LEVELS)

Explore the importance of conflict management at work and what it means for you to manage it well. Learn how to use the resources and get the most out of your level of course.

LESSON 1: THE CASE FOR CONFLICT (INCLUDED IN ALL LEVELS)

Learn why conflict is healthy and how to use the 4 Keys for Successful Conflict so that you can get more effective in managing and working through conflict.

LESSON 3: MINDSET, SKILL-SET AND TOOL-SET (INCLUDED IN ALL LEVELS)

Learn a model for the mind to move you past your blocks and triggers, harness the skill-set of emotional intelligence and a process for managing conflict and difficult people.

LESSON 5 PART 1 AND 2: DEALING WITH DIFFICULT PEOPLE (GOLD LEVEL)

Explore the reality of difficult people versus difficult behaviours, and learn how to identify the different people styles using DISC and leverage these for optimum success in conflict! - Two videos are included in this lesson.

LESSON 2: THE CAUSES AND COSTS OF CONFLICT (INCLUDED IN ALL LEVELS)

Identify what biases are driving your conflicts, the costs of these and how to rise above the emotional outbursts that hold you back from successful conflict management.

LESSON 4: MASTERING THE SKILL-SET AND TOOL-SET OF EMOTIONAL INTELLIGENCE (SILVER AND GOLD LEVELS)

Develop the 6 Skills of EI and learn how to use the 12 tools of each to grow your confidence and get better results, every time.

LESSON 6: GO BIG OR GO HOME! (INCLUDED IN ALL LEVELS)

Brings all the crucial tools, models and processes you have learnt together in one easy-to-use framework. Each of the 3 levels includes it's own final wrap up lesson to help summarise and reinforce the key objectives for that level.

YOUR CHOICE OF 3 COURSES to suit your budget and your needs...

BRONZE LEVEL

Get the Essentials to Effectively
Manage Conflict
(Over 1 1/2 hrs of learning)

THIS IS WHAT'S INCLUDED:

- Overview and Welcome
- Lesson 1: The Case for Conflict
- Lesson 2: The Causes and Costs of Conflict
- Lesson 3: The Mind-Set, Skill-Set and Tool-Set for Conflict
- Wrap up and Next Steps



Get Started Today with the
Conflict Essentials Kit

Popular

SILVER LEVEL

Get the Essentials PLUS the 6
Skills and 12 Tools of Emotional
Intelligence Mastery for
Managing Conflict
(Over 3 hours of learning)

- Everything in the Bronze Level Course

PLUS...

- Lesson 4: Mastering Conflict using the Emotional Intelligence Skill-Set and Tool-Set
- Wrap up and Next Steps



The Added Depth of Emotional
Intelligence provides 6 skills and
12 tools to set you up for conflict
success

GOLD LEVEL

Get all the value of Bronze and
Silver Levels PLUS how to Deal
with Difficult People
(Over 4 1/2 hours of learning)

GET IT ALL TODAY:

- Everything in the Bronze & Silver Level Course

PLUS...

- Lesson 5: Dealing with Difficult People, our most asked-for lesson (2 extra videos and resources)
- Wrap up and Next Steps



Get all the value of the Essentials
of Managing Conflict (Bronze
Level) and Emotional Intelligence
(Silver Level) PLUS get our
most requested topic, "How to
Effectively Deal with Difficult
People" which includes a free
"DISC People Styles Profile"

ABOUT YOUR FACILITATOR: Kerry Anne Cassidy

Since 1996, I have been passionate about making a difference in the lives of managers, their teams and organisations around the world: one conversation at a time.



And, as someone who often speaks first and then thinks, I have gotten into hot soup many times over the years in my conversations! Combined with this is my natural shyness in work situations and a feeling of not being good enough unless I am armed with ALL the facts.

I have had to learn how to stop and think before engaging, to reflect and to learn how to be appropriately vulnerable with others as well as how to use my strengths rather than looking at my limitations.

As I have gotten older, I have learnt that life is not about being perfect but about showing up and being real and present in the moment with others. Coupled with life's many experiences, I have had to regularly stop and re-evaluate my journey – the tools we use on our online courses come from my own personal experiences and have helped me greatly.

I am fascinated by the art and science of human behaviour and I use the many different tools, ideas, methodologies and techniques from NLP (Neuro-Linguistic Programming), Positive Psychology, Neuro-science and Emotional Intelligence to inform my workshops, coaching and online programmes.

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The Law of Win/Win says,
“Let's not do it your way or my way; Let's do it the best way.”

- Greg Anderson



THIS IS WHAT YOU STAND TO GAIN From the Course



ACTIONABLE VIDEO LESSONS

You'll get actionable video lessons which you can watch and work through at your own pace over a set period of time, depending on the level of course you choose. During this period, you will be able to download all the resources and watch the videos as many times as you need to.



WORKSHEETS, CHECKLISTS AND MORE

With every lesson you'll get worksheets, checklists and more to build your Conflict Management Skills faster. The value in a course like this is in the application and these resources help you reinforce and implement your learning.



3 LEVELS OF LEARNING

Depending on your objectives and budget, we offer 3 Levels of Learning. Each level allows you to build on the previous level/s so you can practically learn, master and apply conflict management skills, strategies and tools in a methodical, step-by-step process.

Each level provides you with a set of tools, models, resources that provide a practical framework for conflict management.



IS THIS COURSE RIGHT For You?

This course is not for everybody! The adage, "One size does not fit all" is something we feel very strongly about at Skill Junction! So make sure you check out below who this course has been designed for to get the best results.

WHO THIS COURSE IS FOR

- ✓ If you have some current challenges around conflict at work and want to learn how to better respond to them.
- ✓ You prefer to learn in a methodical, logical way that allows you to process, understand, learn and implement the lessons at your own pace.
- ✓ You are prepared to work through the lessons, download the resources, worksheets and apply these.
- ✓ You want the freedom to come back time and again to revisit the lessons and resources.

WHO THIS COURSE IS NOT FOR

- ✗ You are looking for a quick fix to sort out your conflict challenges.
- ✗ You want easy solutions not more work!
- ✗ You want to learn how to change the difficult people in your life.
- ✗ You would prefer to engage in a classroom where you can interact freely with other learners for a set time and on a set day.
- ✗ You are not interested in understanding yourself or others better, you just want the problem to disappear!



100% MONEY BACK GUARANTEE:
GET POSITIVE OUTCOMES FROM CONFLICT
AND DIFFICULT PEOPLE OVER THE
NEXT 30 DAYS.

Try this online course risk free for 30 days - and if you do not get better results from your conflict situations after applying all the tools, strategies and skills shown in the course just send us a message and we'll refund your money, no questions asked.



BONUS SECTION: THE SCIENCE BEHIND Assertiveness

Grab an audio interview with Kerry Anne Cassidy where she shares the science behind assertiveness: how your brain reactions can boost your self-esteem and workplace relationships



 Kerry Anne Cassidy
EMPOWERED LEADERSHIP TRAINING

The Importance of Assertiveness



Fiona Lewis
Founder at Super Savvy Business
Interviews



Kerry Anne Cassidy
Leadership Accelerator: helping YOU
get ahead



DON'T BE LEFT BEHIND: JOIN MANAGING CONFLICT and dealing with difficult people Today!

BRONZE LEVEL

Get Started with the Bronze Level Conflict Essentials Kit - over an hour and a half of essential videos and resources to get you started with managing your conflict

SILVER LEVEL

If you are looking for Emotional Intelligence skills and tools, this level will give you all the Essentials found in the Bronze Level PLUS 6 crucial skills AND 12 tools to give you indepth learning to help manage your conflict more effectively - over 3 hours of videos and resources

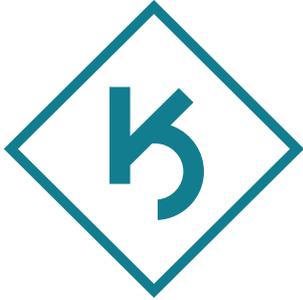
GOLD LEVEL

The Gold Level includes all the learning from the previous 2 levels PLUS the most requested topic of all: How to Effectively Deal with Difficult People - a free People Profile tool is also included in this pack - over 4 1/2 hours of videos and resources



ORGANISATIONAL SUPPORT

If you are applying for employer or organisational support, you are welcome to use the document below :



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