

# MAX Management Workshops

## Resilience for Leaders



MAX Conflict Management was established in 2006, providing a unique blend of practical solutions to conflict for large and small organisations which are based on 3 key cornerstones:

- International communications expertise developed with corporations and small businesses
- Extensive change management experience
- Physical self-protection expertise

MAX has evolved into a leading provider of tailored training and coaching solutions. We deliver unique talks and workshops on how to stay calm and in control under severe pressure, be more Assertive, and Handle Difficult Conversations and Situations more effectively.

This workshop will provide leaders with useful tools to help you stay calm and effective in managing all kinds of mild to highly corrosive disagreements between individuals and in teams.

MAX clients include BT, the Salvation Army, many colleges, Prince's Trust & Safe and Sound Group.

### **½ Day Workshop Content:**

This workshop utilises the **MAXStress™** Toolbox to help you manage personally challenging situations whilst ensuring the implementation of changes to improve the productivity, communications, motivation and commitment of stakeholders, internal and external customers.

- Situation Analysis & Key Individual Challenges
- Preparation – Understanding issues, personalities, expectations, environment & self
- Ensuring personal well-being through a range of proven stress management techniques including HRV Control™ and Havening Techniques®
- How to keep cool when handling problematic staff, customers, distributors and suppliers
- Developing a Practical plan to manage complicated and difficult individuals and issues

### **By the end of the session, participants will**

- Know how to keep cool and ooze confidence under all the pressures of leadership
- Handle confrontation more effectively
- Create an environment with less tension where better partnerships can be built

### **Additional ½ Day Options:**

**a) Forum Theatre & Experiential Training   b) DiSC Behavioural Style Profiling (on-line prep)**

For a refreshingly realistic and relevant approach to working through challenging and sometimes confrontational situations, book MAX to energise, motivate and equip your staff to be highly resilient to challenging situations and individuals - and able to deliver change more effectively.