



“Dealing with Difficult Situations”

Spokesperson Training Workshop

Chicago, IL – April 17, 2019 – 8:30 a.m. – 2 p.m.

8:30 – 9:00 a.m.

Workshop Overview/Introductions

9:30 – 10:30 a.m.

What’s Your Challenge? – Exercise #1

Briefly describe a challenging encounter. How was it handled? What went wrong? What went well? What would you do differently? Group discussion of similar challenges.

Matching Expectations – Flip Chart Exercise

What do you expect from a meeting or encounter? What do you think your audiences expect from a meeting? Let’s compare.

Mindset Exercise – Unilateral vs Mutual Learning Mindset. Which are you?

10:45 – 11:15 a.m.

Coping With Conflict

Five Elements of Conflict
Myths About Conflict

Conflict in Action. Video examples of public meetings gone wrong. Group critique of what went wrong and how conflict or hostility might have been avoided.

11:15 – Noon

Dynamics & Discussion of Difficult People/Meetings

What Converts Conflict to Hostility
General Rules for Managing Difficult Situations
Situation-Specific Techniques:

Least to most disruptive behavior

- #1 - Rambler
- #2 - Quibbler
- #3 - Disrupter (goofing around, wise cracks)
- #4 - Whisperer
- #5 - Cryer

- #6 - Strident & Repetitive Questioner
- #7 - Data/Fact Denier
- #8 - Argumentative
- #9 - Combative (at you or other audience members)
- #10-Verbal/Physical Abuser
- #11 - Others?

Noon – 1:00 p.m.

Lunch

1:00 – 1:55 p.m.

“Fight or Flight” is Not an Option

Managing Your Feelings

Stress Buster Exercises

Confidence Creates Credibility

Making Body Language Work for You

Vocal Tips, Exercises, and Videos

1:55 – 2:00 p.m.

Workshop Wrap-Up