



# *Certificate of Attendance*

## **Managing Difficult Situations**

**Stephen Millard**

attended the training on 4 December 2007

the training covered the following topics:

- Impact of conflict in the workplace
- Understanding the 8 causes of conflict
- The symptoms to look out for on a day to day basis
- Human behaviour conflict management styles
- Conflict management strategies:
  - Assertiveness skills
  - Dealing with difficult people
  - Dealing with conflict on the telephone – role play

Principal \_\_\_\_\_

A handwritten signature in blue ink, appearing to read "Andy Gillman", written over a horizontal line.

