



Managing Issues, Problems & Crises in the Workplace

Issues, problems and crises are toxic in the work environment, so appropriate handling is critical. Personnel responsible for dealing with these issues worry a great deal about responding appropriately and effectively. These individuals need a workable, easy to understand framework for determining appropriate interventions. Using this framework will build their confidence, reduce stress, build credibility, and enhance effectiveness in dealing with critical issues.

Benefits:

- Provides **practical, pragmatic tools** that will help manage difficult situations and develop appropriate interventions.
- **Improves efficiency** in dealing with critical issues. Utilizing CCR International's Conflict Diagnostics model will allow personnel to make an accurate diagnosis of the situation, shorten decision-making time, develop quicker responses, and result in speedy resolution.
- **Builds confidence** in addressing difficult situations. Stress reduction for the personnel responsible and for all involved will be significant because everything is "under control".
- Enables **educated choices** about how to proceed with an intervention, what kind of assistance is needed, and intervenor qualities and qualifications required.
- Results in **indispensable knowledge/skill** for decisive damage control, recommending appropriate interventions, and managing critical issues with confidence and poise under pressure.

Learning Objectives:

- **Enhance understanding** of issues, problems and crises in the workplace.
- Recognize opportunities for effectively assessing and analyzing complex workplace situations using CCR International's Conflict Diagnostic Model.™
- Discover how to **access appropriate** intervention **processes**, monitor progress and evaluate outcomes.
- **Become proficient** in using CCR International's Appropriate Responses to Conflict Spectrum Model.™
- Increase **confidence in recommending** responses and interventions in crisis situations.
- **Reduce workplace stressors** and improve workplace wellness through appropriate issue management.

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