



ExecuTrain of Houston

***“In the Moment” Skills for Complaint Handling
FOR ALL EMPLOYEES***

Austin: October 29 and November 28
Houston: November 26 and December 5

Complaints handled well strengthen relationships while complaints handled poorly can weaken or destroy relationships with co-workers, customers, and other parties. What can we do?

Who Should Attend: This course is for everyone in the organization—from the boiler room to the board room.

About the Course: CHORDA training provides skills for handling complaints in order to reduce stress, save time, and increase satisfaction for all parties. Based upon scenarios depicting circumstances from real cases, the training offers an *in-the-moment* model that can be used with co-workers, service recipients, partners, and at every level of the organization, with bonus applications for home life.

Time Commitment: 3 hours

Objectives: At the conclusion of this program, participants will be able to:

- Manage conflict in the early stages, before destructive patterns take over.
- Apply a fundamental 3-step model to resolve complaints at every level in the organization.
- Use constructive confrontation in difficult situations.

Attend this course off-site in Houston or Austin

Tuition: \$265.00

**CALL NOW –
SESSIONS FILL FAST**

Please call for group rates.

For more details contact: Shannon Tolliver
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www.executrainhouston.com
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CHORDA Collaboration Skills FOR MANAGERS

Austin: October 30 and November 29
Houston: November 27 and December 6

A beleaguered manager once said, "If you can keep your head while those around you are losing theirs, then you don't understand the situation!"

Who Should Attend: Supervisors, human resources generalists, administrators, and anyone responsible for leading teams, working across departments, or managing resources and relationships.

About the Course: Using skills from professional negotiators and mediators, this interactive course equips managers to build consensus and manage conflict in the workplace. Participants learn advanced communication skills, analytic tools, and a collaborative five-step model for resolving issues.

Time Commitment: 8 hours

Objectives: At the conclusion of this program, participants will be able to:

- Identify four ways to resolve conflict and know when to use them.
- Use communication skills to discover hidden interests.
- Use the CHORDA Conflict Grid to create integrative solutions that last.
- Apply negotiation and informal mediation skills to workplace issues.

Attend this course off-site in Houston or Austin

Tuition: \$395.00

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