

YCLA would like to offer an opportunity to invest 3 hours into the development of your team members.
This training is geared to the everyday challenges faced in the world of customer service for your front-line associates.

Presented by Tadd Downs or Decoding the Body Consulting
Dtbconsultingservice.com

August 20th 11am-2pm (location TBD)

CONFLICT RESOLUTION 11am-12:30pm

Conflict in the workplace is a normal occurrence and learning how to effectively deal with it in a constructive manner to produce positive outcomes, is essential in today's business environment.

In this one-hour workshop participants will:

Learn that conflict is a normal part of interpersonal relationships in the work place;

1. Understand that conflict can have positive outcomes, if handled appropriately;
2. Learn the Styles of Conflict Management and what is the best type to use;
3. Understand how to deal with a common conflict in the hotel industry, the loud drunk;
4. Understand the different types of drunks they may encounter;
5. Learn what interpersonal skills are essential to handle conflict in the workplace.

AGGRESSIVE LISTENING 12:45pm-2pm

When you listen to others, how often do you really quiet your mind, cease considering what or how you will reply, and really go beyond the sounds being heard? How often do you focus on those things that are being communicated, and not just what is being said? "Aggressive Listening" does just that. This one-hour interactive workshop looks at the different types of listening which make-up Aggressive Listening. The presentation looks at what prevents us from being able to Aggressively Listen, and then develops strategies and habits to assist in hearing what is really being communicated.

During this one-hour presentation participants will be able to:

1. Discover the types of listening that make up Aggressive Listening;
2. Learn what blocks your ability to Aggressively Listen;
3. Develop habits for good Aggressive Listening skills to further the participants business acumen.