

# Minds Change

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## Handling Adversarial Meetings Workshop

### Course Description

For some, adversarial meetings cause stress and anxiety. This course teaches techniques and strategies for handling difficult conversations in the workplace. Aimed at management, team leaders and small business owners, it provides the tools for indentifying key issues at the root of the problem, promoting productive communication and thereby reducing the possibility of conflict. You will learn specific, simple but effective techniques which will allow you to handle difficult workplace behaviours and meetings, resulting in increased staff motivation and engagement.

### What You Will Learn

- An understanding of how conflict arises and escalates.
- How to structure your language to reduce confrontation.
- Specific questioning techniques which will allow you to uncover missing information.
- An awareness of the language people around you are using and how to use your language to influence and create clarity.

Dorothy C. Le Grove BSc(Hons) BA PG Cert(Hyp) BSCH trained as an Electrical and Electronic Engineer and after a period of working in hardware and software design for a defence company, moved to work in television. At the age of 27 she was deputy head of department managing a large camera and sound department. Over her 25 year career in television she has worked across America, Asia, and Australia on large budget network programmes. She is a Master Practitioner of NLP and studied at the University of West London where she graduated with distinction in Clinical Hypnotherapy. She is currently a business trainer and executive coach.