

8. Dealing With Difficult Situations



‘Everyone’s a genius in a bull market’ is a statement which also applies to your staff. Basically, your company gets its reputation when your staff are under pressure. Do they drive the client away or resolve matters and gain a grateful customer?

Taking Perspective

One of the most important professional skills is to not take matters personally but to resolve them in a constructive manner.

Conflict Resolution

Providing your staff with the tools to deal with conflict will benefit both their long-term wellbeing and your company.

Nobody Likes to be Rejected

We look at this in greater depth in another Skillpod but offer the basic coping skills here.

Contact lene@theglassceilingproject.com to help your staff master this skillset.

“Lene is one of the few people I’ve met with that rarest of skills, to make you feel like you’ve been listened to even when you haven’t said a word.”

Rob Miller – BBRC