



How to work with anger and high emotion

As client-facing professionals, we often find ourselves facing hostility every day. Whether it's clients who are incredibly difficult to work for or counterparts at other firms, this is probably the most difficult and upsetting aspect of the job.

It can make us feel that we have little impact in our work and often contributes to burn-out.

In this session, we look at why the traditional, more directive approaches often do not work and what we can do instead.

We explain how to create the right core conditions for working with such people in a way that will soothe even the most fraught of situations.

We then introduce practical tips and techniques for how to communicate with angry and upset people in an effective way.

We also touch on resistance from clients, counterparts and contemporaries and how to handle it effectively so that you feel you have impact in your role.