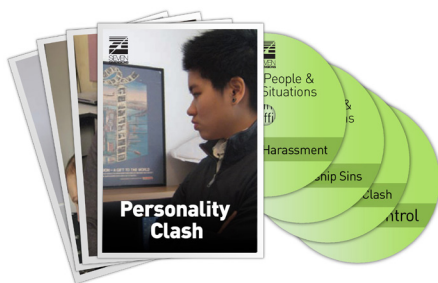


# DIFFICULT PEOPLE AND SITUATIONS SERIES



## Overcome conflicts and create productive teams



**Set of 4 videos**  
Dramatized case studies to help people manage difficult work situations, communicate effectively and create a positive team culture.

**Skills for everyone in your team!**



Created by psychologist Eve Ash.

© SEVEN DIMENSIONS

### LEADER'S GUIDES

PDF on each DVD with discussion questions, activities, handouts and full scripts.

### PRICE

SET OF 4 VIDEOS  
AU\$1452 | \$495 each

STOCKCODE: DIFFSET  
ISBN:978-1-921635-05-2

Streaming Options Available



CLOSED CAPTIONED



### 1. Leadership Sins

DIFF1 | ISBN: 978-1-921409-68-4

22 minutes (Drama only - 9 minutes)

David is unaware of how disempowering his behaviour has become. Anne gives David specific feedback and he improves.

#### Key learning points:

- Open communication and listening
- Giving feedback and managing upwards
- Supervising to empower and motivate
- Career goal discussions



### 3. Damage Control

DIFF3 | ISBN: 978-1-921409-70-7

14 minutes (Two versions of 7 minutes)

Tash is faced with an angry customer, a quality problem and a team who must learn from mistakes.

#### Key learning points:

- Listen and apologize
- Offer effective solution
- Solve problem without blame
- Continuous improvement for team



### 2. Personality Clash

DIFF2 | ISBN: 978-1-921409-69-1

14 minutes

Anne's demands and Kim's mess and poor hygiene have created a conflict which must be resolved with feedback and open communication.

#### Key learning points:

- Diversity and different work styles
- Giving and receiving feedback
- Resolving conflict
- Open communication



### 4. Bullying & Harassment

DIFF4 | ISBN: 978-1-921409-71-4

15 minutes (Four cases 2-6 min each)

Determine when the line is crossed:

**Case 1:** Rachel bullies Mark, but he won't report it.

**Case 2:** Mike is aggressive with Judy who gets upset.

**Case 3:** Lee criticizes her team mate's enthusiasm.

**Case 4:** Claire's boss is making unwanted advances.

#### Key learning points:

- Identify bullying behaviors
- Recognise sexual harassment early
- Discuss actions and consequences
- Discuss prevention strategies

