



Effective Communication

Navigating High-Stress Interactions

A Virtuose Workshop by
Veronika Leja

Thursday 6 March 2025
Voila Bagatelle Hotel

Get Equipped

This course equips professionals with essential skills to handle challenging client conversations in high-stress situations.

Through practical exercises and real-world scenarios, participants will learn to de-escalate tensions, respond with empathy, and turn challenges into constructive outcomes.

By the end of the course, participants will be able to confidently manage stress-induced client interactions and ensure positive outcomes, even in the face of difficult situations.



TRAINING OUTLINE



Understanding the Dynamics of High-Stress Interactions

- The psychology of stress: How stress impacts communication and decision-making.
- The role of emotions in high-stress conversations.
- Identifying the root causes of client dissatisfaction.



Emotion Recognition and Empathy in Communication

- How to read emotional cues and body language in clients.
- Responding to stress and emotions with empathy.
- Techniques for active listening and emotional validation.



De-escalating Tension and Building Rapport

- De-escalation techniques to defuse tense situations.
- Language and tone management to reduce confrontation.
- Establishing rapport and trust in stressful situations.



Handling Aggression with Professionalism

- Responding to aggressive behavior: What to say and what to avoid.
- Maintaining professionalism under pressure.
- Turning confrontational situations into constructive feedback sessions.



Planning and Structuring Difficult Conversations

- Creating a step-by-step communication plan for high-stress interactions.
- Preparing for difficult conversations: Key steps and strategies.
- Ensuring clarity, empathy, and resolution in crisis communications.



Turning Conflict into Constructive Feedback

- Using feedback to resolve client dissatisfaction and improve relationships.
- Techniques for turning negative conversations into opportunities for growth.
- Best practices for follow-up and maintaining long-term client relationships.

TRAINING OUTLINE

OUTCOME

Calmness under pressure

Cultivate the ability to de-escalate tense situations and maintain productive discussions.

Skilled negotiations

Learn techniques to achieve win-win outcomes in any negotiation.

Strategic thinking

Sharpen your decision-making skills by recognizing and overcoming biases.

Conflict management

Develop the ability to manage and resolve conflicts with confidence and ease.

Persuasive communication

Master the art of influencing others through clear and compelling communication.

Emotional intelligence

Enhance your ability to understand and manage emotions in yourself and others.

Veronika Leja

Veronika Leja is an expert in social psychology, with a specialization in Social & Communication, negotiation and conflict management, with over 15 years of teaching experience to a diverse audience, including diplomats and politicians. She holds a Master's in Social Psychology and Law and is pursuing doctoral studies in social psychology.

Veronika's teaching experience includes courses of communication strategies and workshops designed to enhance negotiation skills in the Association of Mediation and Alternative Conflict Resolution in Europe, Latvia.

Her experience in cooperation with a crisis center provides invaluable real-world insights into crisis communication. Her approach to teaching combines rigorous academic research with practical applications, ensuring that participants are well-equipped to navigate and resolve complex interpersonal and organizational challenges.



Agenda

8:30 – 9:00 Arrival & Registration

9:00 – 10:30 Understanding the Dynamics of High-Stress Interactions

10:30 – 10:45 Coffee Break

10:45 – 12:15 Emotion Recognition and Empathy in Communication (practical exercises)

12:15 – 13:15 Lunch Break

13:15 – 15:00 De-escalating Tension and Building Rapport
Handling Aggression with Professionalism (practical exercises)

15:00 – 15:15 Coffee Break

15:15 – 16:30 Planning and Structuring Difficult Conversations
Turning Conflict into Constructive Feedback (practical exercises)

16:30 – 16:45 Closure & Feedback

Book NOW

Trainer:

Veronika Leja

When:

**Thursday 6th
March 2025 as
from 08h30**

Where:

**Voilà Hotel
Bagatelle**



**FOR BOOKINGS
CALL ON 427 0888**

Fees per participant: 16,000 MUR
MQA Approved, 70 % HRDC Refundable

Face-to-face Course in English
(with possible interaction in French)

Suitable for professionals across all industries who regularly engage with clients
PDF course materials provided after the training

Email: info@virtuose.company