



Thriving Under Fire (TUF) offers personalised and tailored online training that will help you gain skills to deal with emotions, at work and at home, in relation to other people and in yourself.

Emotions are becoming more of a problem at work with the stress of the two-year pandemic and rampant misinformation increasing people's anxiety. There are reports in the media most days of disturbing incidents where customers are abusive, angry, and unreasonable.

The TUF training helps you to manage encounters with angry and aggressive customers. You will also be able to manage misunderstanding and conflicts that can arise between colleagues when everyone is under these increasing pressures.

Whether you are at work or stuck at home, we can give you training that is both personal and tailored to your library situation. The personal online engagement you will have with our trainers will help you strengthen your current ability and learn new skills to deal with the distressing emotions that can arise in your work environment or while isolated at home.

### Benefits from this training

You will gain and/or improve skills to:

- Deal with your own reactions to stress during and after challenging encounters
- Manage customer interactions better; face-to-face and online
- Handle the inevitable conflicts that arise with colleagues in the workplace
- Improve communication in all areas of your life, even those outside of work.

The benefits to your library or organisation:

- Staff can appropriately engage with customers in their distress to de-escalate situations
- Staff recover more quickly after distressing incidents, less time wasted calming people down
- Isolating staff feel supported and more willing to engage in the work on return
- Improve internal communications less time spent sorting misunderstandings
- Train staff without taking excessive time out of the library hours
- Grow the emotional intelligence of your staff
- Increase staff loyalty and retention because they know you invest in their welfare

### How do we do this?

#### TUF online professional development programme outline

	<i>Time</i>	<i>Number of people involved</i>	<i>Actions</i>
Phase 1	1 hour	Up to 8 pax	<ul style="list-style-type: none"><li>• Introduce the course</li><li>• Connect with other learners</li><li>• Outline workplace challenges</li><li>• Identify learning goals</li><li>• Give instructions for online modules</li><li>• Set a time for follow up meeting</li></ul>

Phase 2	2 hours + Self-directed	Solo	<ul style="list-style-type: none"> <li>• Complete the four TUF modules</li> <li>• Revisit modules as required</li> <li>• Identify discussion points for Phase 3</li> </ul>
Phase 3	3 hours total  2 X 1.5 hours sessions	Four pax	<ul style="list-style-type: none"> <li>• Reviewing the Online modules</li> <li>• Reinforce specific learning points</li> <li>• List actual difficult situations</li> <li>• Apply TUF principles to real life examples</li> <li>• Practice responses</li> <li>• Receive coaching</li> </ul>
Phase 4	20 - 30 minutes	1-on-1 with trainer	<ul style="list-style-type: none"> <li>• Explore personal challenges</li> <li>• Individual coaching</li> <li>• Set goals for ongoing learning.</li> </ul>
Phase 5	5 - 10 minutes each week for 20 Weeks	Solo	<ul style="list-style-type: none"> <li>• Receive follow up reminder emails</li> <li>• Link to practice examples to reinforce learning</li> </ul>

### The TUF Online Training modules content:

#### Module 1

##### Introduction

1. Your current ability and what you want to learn.
2. Complex human communication – understanding yourself and others.

#### Module 2

3. When the other person goes APE – how to respond using A.P.E. principle
4. The brain under fire – simple neuroscience explained and applied.
5. Understanding human dynamics – the Drama Triangle and the Winner’s Triangle.
6. Reviewing your learning.

#### Module 3

7. Feelings – how they affect you and others. Developing empathy.
8. The ‘OK Corral’ – staying positive about yourself and others.
9. Communication dynamics – how Parent, Adult, Child ego states change communication.
10. De-escalation – what to do when they don’t calm down.

#### Module 4

11. Challenging groups – working with special needs, those affected by drugs and alcohol.
12. Understanding different cultures – considerations for migrants and refugees.
13. Keeping yourself safe – what to do when things become threatening.
14. Looking after yourself – debrief emotionally, alter your thinking, and take care of your body.
15. Final review and quiz

### Learning support:

We will courier to your workplace or home:

- TUF workbook
- Quick Reminder Guide
- The book *Thriving Under Fire: turn difficult customers into business success*  
By John Faisandier



**About Thriving Under Fire [www.tuf.co.nz](http://www.tuf.co.nz)**

### **Our mission**

We help people manage emotions at work and their life generally.

We want workplaces to become more effective and more satisfying places to work because workers are more resilient.

We do this through face-to-face and online training options that give people the skills to deal well with angry, aggressive, and upset customers or colleagues, de-escalate challenging emotional situations.

Thousands of people have done the course since 1999

- We understand the challenges people face when dealing with difficult people
- Scenario-based learning helps participants feel what it is like to be heard and understood
- Real-life examples of difficult situations become the subject of the training
- Principles and communication models are taught based on the learners' own experiences
- People practice what they learn and develop new thoughts, feelings, and actions in dealing with aggressive behaviours and they become more resilient
- Following the training, often the 'difficult' people are no longer difficult