



Challenging Situations

Please think about two current challenging situations that you face with one or more individuals at work.

This is for your eyes only, so it is worth taking some time on this.

Please complete the template for each situation as we will be using this again later on:

Situation 1:

The Situation:

Characteristics/behaviour of the individual involved:

Situation 2:

The Situation:

Characteristics/behaviour of the individual involved:

