

Creating win/win solutions

In this two-day workshop you will learn to do all this and more:

- Learn the advantages and disadvantages of each conflict management style: We become comfortable with one or two styles and they may not be the right piece in the puzzle. I will show you how to assess the situation to determine which style would lead to the most productive outcome.
- Understand how conflict begins and why it escalates: Conflict is more predictable and manageable than we think. I will show you how to be aware and pick up the right signals so you can prevent issues from escalating saving enormous amounts of time, energy and money.
- Develop focused communication techniques: Think of each communication technique as a tool with a specific purpose. Using the wrong tool may eventually get the job done but think of how much extra work you have created. I will show you how to master each tool and determine the appropriate time to use it.
- Move interactions from position-focused to interest-based: No more conversations that go back and forth without moving forward. Our actions and decisions are motivated by what is important to us or concerns us. I will show you how to ask the right questions to dig below the surface and reveal what is truly important so you can move the interaction forward.
- Manage emotions: Emotions reveal what is important to us; however, they can be used constructively or destructively. Conflict naturally brings out emotions so you need to ensure that you communicate from a position of self-control. I will show you how to listen to your emotions and use them in a constructive way so you can get your point across with a sense of confidence and composure.
- Develop strategies for win/win solutions: No one likes to walk away feeling they have been manipulated or got the short end of the stick. You want to walk away feeling good about the outcome. I will show you a process that will help you discuss and determine the best solution for both parties.
- Overcome resistance: Conflict can be like playing a game of tug of war. However, rather than relying on physical strength to win, you can change the game by using mental

strength. I will show you how to navigate through resistance and so you come out the other side, onside.