

Getting Win-Win Outcomes

For all those wanting/needing to get better outcomes from interactions with others
| 1 day

Participants will know how to resolve conflict or differing perspectives that can occur with clients, team members or others.

Objectives

On completion of the training, participants will be able to:

- demonstrate empathy *and* assertiveness in communications with others
- get their own point across in ways that respects others views and positions
- recognise various levels of conflict and the need to resolve conflict early
- identify their own styles when dealing with conflict
- adopt a win-win approach to resolve issues and disagreements
- deal effectively with difficult people

Key Content

- How do *you* deal with difficult situations?
- Two key techniques:
 - Assertiveness
 - Empathy
- Destructive versus constructive conflict
- Levels of conflict
- Typical responses to conflict
- Negotiating win-win outcomes
- Principled versus positional negotiation
- Dealing with difficult people
- Case studies and skills practice

Comments by Participants

- Really enjoyable
- Helped me to deal effectively with difficult people
- Got something out of all parts of it
- Good presenter and made it very interesting
- Very useful material, practical and down to earth
- Presentation excellent
- Every part of this course was a great learning experience
- Very well done, effective communicator