



GETTING WIN-WIN OUTCOMES

Course Template

Outcomes:

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

Target Audience:

All those wanting or needing to get better outcomes from their interactions with others.

Duration:

One day

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*