

WORKING TOGETHER BETTER

MODULE OVERVIEWS & AGENDAS

UNDERSTANDING AND VALUING DIFFERENCES

This workshop turns individual differences into a source of organizational strength that increases performance. Participants learn, “It’s what’s different about you that will make us more successful”. This attitude allows participants to see individual and functional differences as an organizational strength that increases innovation, provides needed insight and understanding, and drives performance.

Participants learn how to maximize their personal effectiveness and an actionable process for minimizing personality conflicts that damage relationships, reduce collaboration, and create high levels of stress in work groups.

Agenda - Understanding and Valuing Differences

1. Process - How People Work
2. Its what’s different about you that makes us more successful
3. Criteria for Judging People at work
4. Organizational inhibitors to understanding differences
5. Low Performance Loop
6. High Performance Loop
7. Understanding and valuing differences in personality
8. Minimizing Personality Conflicts
9. Maximizing Personal Effectiveness

BUILDING WORK RELATIONSHIPS

This workshop creates a culture of trust and personal risk taking. Participants learn an actionable model for building strong work relationships – a process that creates high levels of trust and personal risk taking between individuals and within work groups or teams.

Increased risk taking drives action on complex and difficult issues. Increased trust builds strong personal networks that encourage openness and honesty when dealing with complex and emotional issues. High levels of trust and personal risk create an information rich environment for determining the right things to do and for doing those things right the first time.

Agenda - Building Work Relationships

1. Review of first module
2. Process – Building Work Relationships
3. Maintaining and enhancing self-esteem
4. Self-Disclosure
5. Dealing with Negative Feelings
6. Clarifying Intentions
7. Trust Builders
8. Building Networks
9. Understanding and valuing differences in relationship style

CREATING SHARED UNDERSTANDING

This workshop makes communications an organizational strength. Participants learn an actionable process for creating shared understanding on complex and emotional issues – a process that maximizes clarity and credibility. Failure to create shared understanding on critical issues results in bad decisions, in-action, unproductive conflict, damaged relationships, blaming, and different views of “reality” – all of which reduce performance.

This workshop develops good communicators who are able to create shared understanding on critical issues, are more accurate and realistic in their assessments of situations, and are more innovative and creative when dealing with critical issues.

Agenda - Creating Shared Understanding

1. Review of previous modules
2. Process: Interpersonal Communications
3. Bandwidth of the Conscious Mind
4. Perception and reality
5. Elements of Individual Perspectives
6. Active listening - how to understand other peoples perspectives on critical issues
7. Sending congruent messages - maximizing *clarity* and *credibility* when communicating
8. Creating shared understanding on complex and emotional issues
9. Understanding and valuing differences in behavioral style

PRODUCTIVE CONFLICT

This workshop develops action-oriented people who work collaboratively to resolve conflicts. Participants learn an actionable process for resolving conflicts quickly, productively and with minimal stress. This process establishes a common language and tools for conflict resolution that minimize personality and politics while maximizing information and analysis - resulting in increased results and more innovative and creative solutions to conflicts.

Agenda - Product Conflict

1. Review of previous modules
2. Assessing attitudes towards conflict
3. Assessing your conflict style
4. Process: Conflict Resolution
5. Creating an action orientation to resolve conflicts
6. Diagnosing a conflict to determine its root cause
7. Developing conflict resolution strategies
8. Resolving personal conflicts
9. Resolving goal and process conflicts

QUICK CHANGE

This workshop maximizes individual performance by making people easier to work with. Participants learn an actionable process for quickly eliminating self-defeating behaviors such as procrastinating, perfectionism, not listening, inappropriate anger, avoiding cold calls, micro managing, withholding information, avoiding conflict, or being overly critical. Quick Change is based on an educational model that allows participants to make tough changes in behaviors quickly and easily over the course of their career.

Quick Change teaches people how to identify self-defeating behaviors, analyze those behaviors to create the motivation for change, and to replace self-defeating behaviors with higher performing behaviors that maximize individual performance.

Agenda - Quick Change

1. Review of previous modules
2. Process – Self-Defeating Behaviors
3. Why we start Self-Defeating Behaviors
4. Why we keep Self-Defeating Behaviors
5. The power of Choice
6. Identifying Self-Defeating Behaviors
7. Analyzing Self-Defeating Behaviors
8. Replacing Self-Defeating Behaviors

CUSTOMIZATION

Content, applications, examples, design, and delivery of modules are easily customized for different organizational levels and applications.