

WORKPLACE SEMINARS

Transforming the Culture of Conflict in the Workplace

Communication and Conflict Resolution at Work

Learn:

- Dynamics of workplace conflict
- Trust-building behaviors
- Active listening skills
- How to communicate so others can hear without defensiveness
- Positive ways of giving and receiving feedback
- Preparation for difficult conversations
- How to handle conflicts with grace and confidence

Building Commitment: Leadership Skills for Managers and Supervisors

Learn how to:

- Identify and incorporate qualities of effective leadership
- Set and communicate expectations
- Give respectful and effective feedback
- Hold others accountable for their behavior
- Inspire, motivate and empower teams for optimal performance

Creating Teams That Work

Learn:

- Elements of successful teams
- Communication skills
- Balancing advocacy with inquiry
- Using positive feedback
- What role comes easily to you—and which is your “growing edge”
- Practices for group problem solving
- How to deal with “difficult” people
- Building teamwork based on trust

Mastering the Art of the High Conflict Conversation

Learn how to:

- Make it safe for others to talk openly
- Speak so others really hear you
- Distinguish between “intent” and “impact”
- Transform hostility to productivity
- Effectively diffuse “difficult” behavior
- Hold others accountable



A Community Dispute Resolution Center

WORKPLACE SEMINARS CONT.

Coaching Skills for Leaders

Learn how to:

- Create effective coaching relationships
- Establish and build rapport
- Strategically use your listening skills
- Use powerful questions to deepen learning & action
- Empower others to make effective choices
- Reframe negativity
- Identify typical coaching “traps”

“The Difficult Person”

Learn how to:

- Understand the motivation behind difficult behavior
- Identify one’s own “hot buttons”
- Learn to respond rather than react
- Confront respectfully and successfully
- Use effective non-verbal communication
- Bring out the best in people

People Skills at Work

Learn how to:

- Recognize different communication styles and how to interact accordingly
- Give and receive effective feedback
- Hear what is “beneath the words”
- Engage others in a constructive, problem-solving process

Managing Stress in a Stressful World

Learn how to:

- Identify and manage one’s own style under stress
- Analyze stressors in one’s own life
- Find hidden value in stressful situations
- Communicate boundaries and requests
- Use visualization effectively
- Create a personal action plan for stress management

Mediation Works offers seminars to businesses, organizations and work teams.

All seminars are customized to meet each organization’s or group’s specific needs.

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