



Peak Services delivers deep expertise in the local government sector. We understand the business of councils. Challenge us.

Getting Win-Win Outcomes – 1 day workshop

SYNOPSIS

Life is full of difficult situations for all of us – whether in the workplace or at home, as staff or as manager, or having to deal with others in our world.

A *win-lose* (aggressive) stance or *lose-win* (passive) stance is often used in challenging situations – we may believe we can only win if the other loses, or if we forego our wants and needs for the sake of peace.

This workshop shows that a *win-win* outcome is possible in most situations if the key skills and right attitude are practiced.

TOPICS

How do you deal with difficult situations?

Some key techniques/practices:

- Assertiveness
- Empathy
- Active listening & questioning
- Verbal/non-verbal messages
- Problem-solving approaches

Destructive vs constructive conflict

Conflict levels & typical responses

Dealing with difficult people

Getting a win-win outcome:

- Managing their emotions
- Managing your emotions
- Managing the issue(s)

Case studies and skills practice

LEARNING OUTCOMES

- Determine the way you manage conflict and difficult situations
- Work to get *win-win* outcomes to difficult situations, not *win-lose* or *lose-win*: often ending as *lose-lose*
- Practice *emassertiveness* as a way of meeting both your wants and needs and those of others
- Practice active listening skills
- Enhance questioning skills: focus on probing, open-ended, clarifying and encouraging questions
- Use positive verbal *and* non-verbal communication
- Make conflict *constructive*
- Get win-win outcomes by properly managing their emotions, your emotions and the issue(s)



COURSE DETAILS

Delivery

Our 1-day training course provides participants with an interactive session that includes group discussions, case studies, and question and answer sessions. Customisation is available and based on individual council requirements.

Delivery Mode

Peak Services delivers Virtual or Instructor-led training workshops inhouse at your venue.

Fees and Inclusions

Please contact Peak Services for course fees or a proposal for on-site/in-house training.

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REGISTER NOW
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