



## WORKING WITH YOUR PEERS

### Learning Objectives

This hands-on one day program is designed to enable participants to more effectively collaborate with others in the organization.

By the end of this workshop participants will be able to:

- Identify the three principles critical for peer-to-peer collaboration
- Recognize the difference between cooperation and collaboration
- List the three sources of power and their relevance in peer-to-peer negotiation
- Describe the law of reciprocity in influencing others
- Practice listening and encouraging in order to build rapport
- Practice adjusting their communication based upon another person's communication style
- Classify the steps on the "Ladder of Conflict"
- Describe strategies for overcoming three common forms of resistance
- Recognize the impact of labeling, absolutes and blaming on conflict and collaboration
- Identify the importance in having a fallback plan
- Apply best practices moving forward

## PROGRAM FLOW

### KEY CONTENT AREAS

#### Welcome

- Introduction, Learning Objectives
- Principles of Collaboration

#### Collaboration Continuum

- Coercion, Participation, Cooperation and Collaboration
- Opportunity for Collaboration

#### Nynsyl Shrine® (Experiential Activity)

- Mindset and Approach

#### Power and Influence

- Sources of Power
- Building Power
- Listen and Encourage
- Cocktail Party Activity
- Givers and Takers Research

#### Persuasion Styles

- Adam College Case Study
- Assessment
- Adjusting to Others' Style

#### Information and Understanding

- All-In Activity

#### Conflict

- Hidden to Disruptive
- Fight or Flight
- Three Levels of Resistance

#### Ladder of Conflict

- Adding Meaning
- Labeling
- Blaming and Absolutes

#### Deep Listening

- Techniques
- Having a Fallback

#### Workshop Close