



OVERVIEW

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 labelling, 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
- Principle of collaboration

Collaboration Continuum

- Coercion, participation, cooperation and collaboration
- Opportunity for collaboration

Nynsyl Shrine® (Experiential Activity)

- Sources of power
- Building power
- Listen and encourage
- Activity: Cocktail Party
- Givers and takers research

Persuasion Styles

- Adam college case study
- Assessment
- Adjusting to others' styles

Information and Understanding

- Activity: All-in

Conflict

- Hidden to disruptive
- Fight or flight
- Three levels of resistance

Ladder of Conflict

- Adding meaning
- Labelling
- Blaming and absolutes

Deep Listening

- Techniques
- Having a fallback

Workshop Close