

# Working With Your Peers

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

## Learning Outcomes

- 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
- Practice listening and encouraging in order to build rapport
- Practice adjusting your 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
- Identify the importance in having a fallback plan
- Apply best practices moving forward

## Program Flow

### Welcome

Introduction

Learning objectives

Principle of collaboration

### Collaboration Continuum

Coercion, participation, cooperation and collaboration

Opportunity for collaboration

Activity: Nynsyl Shrine

### Sources of Power

Relational and personal

Activity: Listen and encourage

Givers and takers research

### Communication Styles

Self-assessment

Demonstrating versatility

### Resistance

Hidden to disruptive

Three levels of resistance

### Activity: Red Line Racing

### Ladder of Conflict

Adding meaning

Labeling

Blaming and absolutes

### Deep Listening

Techniques

Having a fallback

### Workshop Close

Workshop evaluation