

Resolution Institute is pleased to offer the 2 day Leader as Workplace Coach workshop. Whether you are a manager, supervisor, team leader, project manager, or hold another leadership position in your organisation, you likely assist staff with their interactions in the workplace. Challenges often occur when supporting team members with their interpersonal communications, or dealing with them yourself.

The skills developed in this course enable you to be more effective in supporting staff to:

- Manage their interpersonal differences for themselves
- Reflect on and consider how they choose to react
- Engage in difficult conversations and deliver effective feedback
- Deal with organisational change
- Work with team dysfunction

This dynamic and interactive 2 day program introduces leaders to the CINERGY® coaching model as a way of supporting staff with conflict management and enhancing their own conflict management skills. Leaders learn how to coach direct reports and others on a one-on-one basis to engage more effectively in their interpersonal communications and conflicts. It introduces important skills such as responsive listening and powerful questioning techniques which underpin effective management communication and the use of a coaching approach.

Resolution Institute delivers this course for organisations in-house, rather than as a public course.

About the course

This 2 day workshop is limited to 15 participants to ensure individual attention and focused learning. It will assist managers, team leaders, supervisors, project managers and those who hold other leadership positions to more effectively manage conflict and apply a coaching approach in their workplace. Participants will:

- Learn a proven model for coaching staff and themselves through interpersonal challenges
- Learn the principles underpinning the CINERGY® coaching approach
- Gain insights into styles of managing conflicts and disputes
- Learn how to empower individuals to identify their own solutions and deal with change
- Consider the nature and impact of interpersonal conflicts and change in the workplace
- Gain increased knowledge and skills to be effective at coaching team members and others
- Be equipped to assist others be aware of the impact of their own behaviour
- Consider the dynamics of conflict and reflect on their own approach
- May be able to more readily identify signs of conflict and intervene early by having an informal coaching conversation
- Learn and practice an effective questioning style
- Increase their own conflict competency and improve their listening and questioning skills.

The workshop is highly interactive incorporating self-reflection, skill-building exercises, discussions, a case study, demonstrations and practice sessions.

Managers participating in our programs report these skills have transformed the way they engage with team members and others to address issues in the workplace and deal with change.

Your facilitator



With a focus on leadership development and conflict management, **Lynora Brooke** has her own consultancy, Redefinity, specialising in leadership coaching and mentoring, conflict management coaching, workplace and commercial mediation, facilitation and team dynamics assessments. Lynora finds the CINERGY® coaching model an invaluable tool to assist individuals and leaders with the management of interpersonal and workplace conflict and challenging interactions. She also facilitates the 4 day CINERGY® Conflict Management Coaching workshop in-house and public courses for Resolution Institute in Australia and New Zealand.

What previous participants found effective

"Very useful, practical course which I believe I will be able to apply back in the workplace to ensure issues do not escalate where they could."

"I found this course really valuable and have come away with some solid tools and a new way to think about how I'll interact with people."

"Learning a new way of listening and being mindful to be silent and provide space and time for others to speak."

"The value of listening and how the information you receive through listening can be used."

"Practical session involvement – both interactive and observational."

"The fact that we did/participated in 3 scenarios helped: working with different people each time."

"The CINERGY questions, guidance to refer to when you are coaching someone through conflict."

"Questioning style, how questions should be asked."

"Learning & actioning new model, & identifying trigger points."

"Found the flow of the two days was a good pace and allowed time to grasp topics."

"The opportunity to gain a skill set that allows me to deal with conflict."

"Thought provoking, opportunity to provide an additional tool to utilise within the workplace and within personal framework in having a guided conversation."

"Really useful and well-delivered course."

"The workshop was a good combination of theory and practical application which made the experience / learning real and meaningful."

"Very engaging facilitator, knowledgeable, approachable and helpful."

For more information, please contact the office on 02 9251 3366

or visit our website: www.resolution.institute