

▶ HEROIC CONVERSATIONS

Communication and Teambuilding Skills in Real Time

There are times, in our interactions with customers and colleagues, when issues arise that are difficult to manage. We can accommodate in an effort to be “diplomatic” or avoid the topic altogether, but over time, negative feelings such as guilt, anger, and hurt can build up and escalate. How can we break this cycle and develop the skills to communicate more effectively? How do we communicate what is difficult to express, yet which needs to be said in order to produce results?

This highly interactive program is designed to address the needs of leaders who aim to reduce friction and conflict within their team and staff members who wish to communicate more effectively with colleagues, clients, and customers. Tools introduced and utilized in this workshop can open the door to greater fulfillment in any relationship, professional or personal. A communications manual is included with the program.

FORMAT

This program is often customized to fit the needs of clients. It includes pre-assessment surveys, and typically a half day workshop (or series of short meetings) with afternoon coaching sessions with leaders and staff to enhance business outcomes. Participants typically number from 5 – 25.

OBJECTIVES

By the end of the workshop, participants will be able to...

- > Deal creatively with tough problems while treating people with decency and respect
- > Differentiate the concepts of negotiating positions and underlying interests
- > Switch from a competitive to a collaborative and problem-solving mode
- > Identify their personal style for dealing with communication problems
- > Know when to step back from a heated conflict in order to gain perspective

TOPICS

- > How to turn conflict from a destructive process to a constructive inquiry
- > The four common approaches to resolving conflicts
- > Stress reduction and prevention
- > How to handle difficult people using Active Listening
- > Exercising participants through the use of practice, coaching, and feedback

FACILITATOR

Adam Vane is a consultant and executive coach with over 15 years’ experience helping leaders and leadership teams improve their personal and organizational performance. He is currently an adjunct faculty member at NYU and a mentor coach for the Columbia Coaching Certification Program. His presentations have been featured by the Conference Board, Young President’s Organization (YPO) and the NYC Bar Association. In addition to his corporate clients, he coaches and trains UN country leaders on guiding teams, facing down hostile press interviews and negotiating with rebel factions in countries such as Afghanistan, Algeria and Sudan.

“I have engaged in many training programs during my more than twenty years with the United Nations. I can truly say that Adam is among the most effective teachers of leadership, persuasion and negotiation that I have ever worked with. Having been with nearly ten different parts of the UN system, including agencies, funds and programs, development, humanitarian and peacekeeping, I can state that Adam’s coaching and training will produce results across the board. I highly recommend his work.”

Douglas Keh
Country Director
UNDP Afghanistan