

TITLE: Win-Win Mindset @ Work

SYNOPSIS: How do we handle difficult colleagues at work and how can we establish a healthy conversation and working relationship. It is important that employees learn how to relate effectively so that productivity and performance can improve and the organization's goals are accomplished. Learn the secrets to making powerful conversations that facilitate teamwork and build a happier and more cohesive workplace.

DURATION: Two Days

TARGET AUDIENCE: Frontline, Supervisors, Executives

PROGRAM OBJECTIVES:

By the end of the program, participants will be able:

- To understand the win-win mindset @ work paradigm
- To understand self and others in order to build trust in the relationship
- To apply skills of relationship building through empathy and dialogue
- To apply skills of communicating assertively instead of passively or aggressively
- To learn and apply the win win conversations through practice and simulation

PROGRAM CONTENTS:

- The win-win mindset @ work
- Knowing Self
- Understanding others
- The 3 Approaches to Relating
- Dialogue @ work
- Empathetic listening @ work
- The 5 ways to handle conflict
- Applying Win Win Conversations @ Work