

Negotiating Conflict to Deliver Results

Business Impacts

- More effective collaboration when making decisions, working through conflict, and implementing strategy.
- Increased negotiating abilities to deliver results while strengthening relationships.
- Faster conflict recognition, engagement, and resolution creating enhanced performance.
- Higher employee engagement and retention.
- Improved customers, suppliers, and vendors' experience and satisfaction.
- Strengthened ability to compete.

Course Description

Negotiating Conflicts to Deliver Results is a transformational course about managing conflicts that changes your perspective from one in which conflict is a problem to one in which conflict is an opportunity. Through hands-on face-to-face experiential learning, you use real-life problems and conflicts to develop the ability to negotiate collaboratively and reach your desired outcomes while remaining in relationship.

Given that we are all required to negotiate on a daily basis, with outcomes sometimes more critical to our future than others, being able to see things from another perspective and stay connected to those whom we are dependent on is critical. This course allows you to dispel myths around conflict that prevent you from engaging in it, uncover your current default approach to conflict, and adopt new skills to successfully navigate through conflict to achieve desired results, together.

Learning Objectives

By the end of this course, participants will be able to:

- Create an environment that fosters safety, trust, clarity, and focus.
- Explain the five common responses to conflict.
- Identify their own default response to conflict.
- Use conflict as a growth opportunity.
- Apply situational and relationship awareness.
- Consider issues from different perspectives, look at options, choose the best one, and implement it.
- Explain 10 different types of conversations and the pitfalls of each.
- Apply the five ingredients for effective conversations.
- Use collaborative skills to deepen relationships and promote better outcomes.
- Listen actively.
- Use the FourStep tool to resolve difficult conversations.

Program Description

- **Instructional hours** – 16 hours over two days.
- **Instructional format** – face-to-face experiential classroom learning facilitated by two instructors.
- **Learning evaluation/assessment** – participants will be assessed through:
 - **Self-assessment and a declaration.** This involves committing to addressing three outstanding conflicts within 30 days of completing the course. Each participant will document examples of how these new skills were executed and reference the techniques that were learned in the course.
 - **Accountability and feedback.** Accountability and feedback will be provided within 60 days through one-on-one sessions with an internal leader and/or course facilitator.
 - **Noticeable impact score (NIS).** Four key skills are rated quantifying the change in the participant’s conflict resolution abilities.
- **Course capacity** – maximum of 24 participants per offering.
- **Program cost** – \$950/participant.

Instructor Profiles

Tanya Schecter

Tanya Schecter is the co-founder of the HTI Institute which specializes in changing relationships one relationship at a time to create a culture of leadership and excellence. Tanya has 25+ years’ experience developing curriculums and working as a trainer, coach, and performance and leadership consultant in a wide variety of industries in the public and private sectors. In addition, she has a vast experience of working with leaders and employees to successfully implement large cultural change initiatives that are supported by performance management and collaborative leadership.

Tanya has two Master’s degrees from McGill University and Concordia University, is trained as a co-active coach, and is certified in EQ-I (emotional intelligence), Myers-Briggs, and ProSci (change management).

Matthew Gould

Matthew Gould is the co-founder of the HTI Institute which specializes in changing relationships one relationship at a time to create a culture of leadership and excellence. Matt has 24+ years of extensive experience leading teams across small, medium, and corporate businesses to increase personal leadership and effectiveness and exceed business and corporate objectives. In, he has 10+ years of coaching individuals as well as facilitating leadership academies across North America.

Matthew has an undergraduate degree from UBC and is an MBS graduate from the Rotman’s School of Business. He’s also a certified co-active coach (CPCC).