

Working Dynamics™ Leadership Development Series



Building Relationship Skills

Successful leaders need to build and manage relationships with a wide range of people and personalities in spite of varying agendas and stress. This flexibility is not often easy. This Working Dynamics series focuses on the skills necessary to directly and effectively respond to the challenges that are inevitable and crucial to successful work relationships.

1 Having Conversations That Matter

Leaders need to be having the right conversation. This session teaches the steps to take and the questions to ask in order to have authentic, powerful, and real conversations with those who matter to you at work, including co-workers, direct reports, and your boss. Based on principles Susan Scott introduces in *Fierce Conversations: Achieving Success at Work & in Life, One Conversation at a Time*, this session focuses on how the

conversations we have (or don't have) with colleagues, customers, and bosses often determine our success. Fierce conversations are about being clear, taking action, and making each conversation count. Participants will receive a copy of Susan Scott's book in advance of this interactive session and work with the principles in order to apply them to their own work relationships.

2 Giving Feedback For Results

Providing effective feedback to peers, bosses, and customers, as well as direct reports, is a key skill. Feedback that is direct and specific not only encourages others to begin, continue, or stop behaviors, but it also builds relationships essential to communication. This session is based on *Feedback That Works: How to Build and Deliver Your Message*, a Center for

Creative Leadership guidebook. Specifically, we will focus on how to identify common mistakes in giving feedback, use a three-step feedback technique, and deliver feedback messages in the workplace that can be heard. Participants will receive the guidebook and handouts for future use in planning and delivering feedback for results.

3 Managing Conflict Constructively

Conflict is inevitable and is a major portion of any manager's job. Work relationships and careers can be broken or built on how effectively a leader manages conflict. Research says that leaders need to be able to see other's perspectives, create solutions, express their emotions, and reach out to resolve conflict to be successful as a leader. To gain insight and equip managers with the skills they need, participants will take the

Conflict Dynamics Profile® (CDP-Individual) to learn what provokes them (Hot Buttons) and how they respond before, during, and after conflict. Participants will learn strategies to enhance communication, practice and improve conflict resolution skills, and develop action plans for increased effectiveness. In addition to the CDP self report, participants will receive a 40-page development guide.

Facilitators:



Jada Banks



Susan Gunn

Jada Banks, Working Dynamics Associate, experienced professional trainer and speaker in the business of motivating and empowering professionals, specializes in personal leadership, change, and goal setting.

Susan Gunn, lead Working Dynamics consultant specializing in conflict management, mediator, and CDP master trainer for the Leadership Development Institute.

Session Length, Location, etc.:

Sessions begin at 9 a.m. and end by 4 p.m. Participants receive a copy of *Fierce Conversations: Achieving Success at Work & in Life, One Conversation at a Time* and *Feedback That Works: How to Build and Deliver Your Message*. Each participant also takes the CDP-Individual, which is accompanied by a 40-page development guide. This program can be offered at your training facility or off-site in a session with participants from other organizations at a per person charge.

Contact Susan Gunn for dates and pricing at 804-527-6100 or sgunn@workdyn.com.

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