



COLLABORATE

ADVANCED INTERACTION SKILLS FOR TODAY'S WORKPLACE LEADER



1-888-823-1646 | www.learningpointinc.com



COLLABORATE

ADVANCED INTERACTION SKILLS FOR TODAY'S WORKPLACE LEADER

You Will Learn How To:

1. Create and sustain an environment conducive to collaboration.
2. Effectively identify conflict situations and turn them into opportunities for collaboration.
3. Set the tone for positive and professional communication each day.
4. Productively prepare for and hold challenging conversations.
5. Help others succeed in the conversations you hold with them.
6. Frame and guide conversations so that they remain focused, safe, balanced, and productive.
7. Master the skills of both EXPLORING and INFORMING.
8. Effectively identify and respond to emotionally charge behavior.
9. Gain closure to the conversations you hold and transition effectively from talk to action.

Agenda

- Welcome and Overview
- Collaboration Exercise
- Self-Assessment
- Collaborate Model
- Collaborate Toolbox

LUNCH

- Practice and Application Game
- Online Tools
- Application Back at Work
- Session Wrap-up

Tools

- Relationships Tool
- 5-Step Process
- Interaction Worksheet
- Conflict Resolution Worksheet
- Issue vs. Relationship
- Match Your Approach
- Star-Point Discussion Template
- Giving Feedback Tool
- Seeking Feedback Tool
- Expectations Worksheet
- Impact Statements
- Asking Questions Tool

"The best training I have ever attended."

--Supervisor

888.823.1646
www.learningpointinc.com



10000 NE 7th Avenue
Suite 400
Vancouver, WA 98685
888.823.1646
info@learningpointinc.com