



Leading to Resolution

Team members are better able to commit to decisions if they are allowed to explore, discuss, and debate differences. This ability to differ with another's ideas and assumptions is a vital step in achieving consensus. However, knowing how to bring out and sustain a dialogue of the differences requires some skill. Project managers and leaders can unintentionally suppress vitally important modes of communication. Using and applying the tools and techniques that guide these very difficult kinds of interactions lead to more productive meetings and positive outcomes.

3 Day Workshop

Case Study Based

10 Person Maximum

Common Participant Questions

- Our meetings have lots of grand ideas but they are often not implemented. How can I improve this?
- How can I effectively handle conflict situations that arise in my project meetings?
- What do I do about the personal agendas that tend to throw the meeting off-track?
- How can I improve the fact that our meetings often end with no decision ever made?
- How do I engage people on my teleconference calls?
- Everyone agrees on the path forward in the meeting but then after the meeting you hear the disagreements. What's happening?

Successfully taught for over 12 years to outstanding reviews, **Leading to Resolution** provides you with the diagnostic skills, tools, and techniques to support and guide important difficult decisions. Drawing on the instructor's research on the psychology of conflict, patterns of meeting talk, group behaviors, and her extensive personal experience in facilitating hundreds of business meetings, the workshop is full of ideas, proven methods, and tested solutions that will assist you in conducting the most challenging of discussions.



www.katherinerosback.com

Call (317)439-2052 for pricing and scheduling details.

Course Highlights

Facilitating Differences

- Apply methods that increase the acceptance of negotiated outcomes
- Practice techniques to “de-bundle” conflicts
- Use conversation analysis methods to hear what is “really” being said

Enhancing Decision-Making

- Apply tools that overcome common decision biases
- Learn techniques that creates evaluation as opposed to advocacy
- Understand why topic-based agendas contribute to loss of meeting focus

Working in Virtual Mediums

- Understand why face-to-face meeting strategies don’t work in the teleconference medium
- Learn simple but tested methods for creating better phone interactions

Developing Creative Options

- Explore why meetings can be the worst way to generate options
- Discover the tools proven to stimulate creative thinking

Interactive Teaching Methods

Effective courses are not just about instruction: they must also stress practice and feedback. In this workshop, each participant will have the opportunity to facilitate a case study taken from a real organizational situation for approximately 30 minutes. After completing the exercise, the participant will receive detailed feedback regarding their experience. If desired, the session can be taped and a DVD with commentary will be mailed to the participant after course completion. Additionally, participants will sharpen their diagnostic skills by viewing and discussing video footage of groups in their struggles to achieve consensus.

“Don’t confuse this workshop with a meeting management workshop. This is so much more. It’s powerful, informative, and highly engaging. The time just flew by.”

Practice Based Instruction

KATHERINE ROSBACK provides consultation and instruction to Fortune 500 organizations in the areas of organizational communication, team conflict resolution, and strategic planning. She is a highly effective speaker and has presented at corporate national sales/service meetings and problem-solving conferences. Her unique background in Chemical Engineering, Organizational Communication, and Family Therapy provides multi-faceted insights into how and why people do what they do.



The perfect course for project managers, team leaders, and meeting facilitators.

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