ACCORDENCE

Content Overview for Skills Training and Consultative Engagements

▸ **Just Negotiate®** - Learn a strategic framework to prepare, conduct, and review negotiations. Practice with simple, powerful tools to understand and plan the different phases of a negotiation. Apply these analytical and preparation tools to real-world work challenges, act as advisors, and develop a clear understanding of effective uses for the new principles and tools back on the job.

▸ **Enhance your EQ** - To be successful in performance, leadership and customer relationship at work requires the effective awareness, control and management of one's own emotions, and understanding those of other people. Develop understanding of the core elements of emotional intelligence-- Self-Awareness, Self-Management, Social Awareness, and Relationship Management-- and after a formal self-assessment inventory, focus on individual strengths, areas for enhancement, and skills and strategies for improvement.

▸ **The Power of 3: Persuasion and Influence** — Become successful influencer whether in a position of authority or not. Through the lens of three Influence Perspectives, rooted in philosophy and psychological research, participants assess their own styles, consider the opportunities and challenges when working with other styles, and learn how to prepare strategies for successful outcomes.

▸ **Resolve Your Conflicts** — Understand what it takes to resolve workplace conflict effectively. Build the conflict resolution skills needed to enhance relationships and achieve meaningful resolutions. The program fosters awareness that resolving conflict is joint problem-solving requiring understanding other parties' needs and concerns and applying key communication and relationship skills.

▸ **Successful Conversations** — Learn what it takes to produce the best outcomes from any conversation and how to approach difficult topics and behaviors. Build the communication skills needed to demonstrate trust, enhance relationships and achieve meaningful outcomes. Develop awareness of how to approach conversations and use effective conversation tools, practicing them on typical scenarios, and applying them to day-to-day work.

▸ **Effective Feedback** — Managers and team members receive tools and time to practice giving constructive and corrective feedback, a challenging aspect of any job. When managers are uncomfortable delivering feedback, they may "sugarcoat" or harshly share feedback or avoid the hard issues altogether and miss an opportunity for improved performance. Managers learn a simple structure for giving effective feedback to empower them to initiate conversations and frame the feedback for better outcomes.

▸ **SHIFT Your Mindset** — Learn how to shift from reactivity to creativity and gain the insight needed to enact behaviors for self-leadership and greater engagement. Use an effective framework to learn how to increase awareness, take oneself off "autopilot," become more mindful and discover fresh perspectives on past situations. As a result, individuals become more confident and competent communicators, whose focus and trustworthiness are highly valued in the workplace.

▸ **Archetypal Leadership** — As leaders we strive for excellence through continual improvement. While focusing on substantive content, behavioral advice, and tactics for getting results can enhance capacity, almost more important are the abilities of accessing natural internal resources and managing internal interferences that may arise. Focus on Core Archetypal Leadership Roles for evolving new mindsets and behaviors in any leadership setting.

▸ **Good Judgment and Decision-Making** — Identify opportunities, consider a range of perspectives, assess risk, be aware of bias, emotion, and choice motivators, determine optimal outcomes, and make reasoned decisions and judgments to be a stronger leader.

▸ **Mediation for Positive Outcomes** — Learn how to support as a third party neutral to help people come to agreement when they are stuck on their own or handle disputes. Practice preparation for and understanding the conflict, developing a process, creating possible solutions, listening effectively, asking good questions, and presenting and framing ideas well.