Fulcrum Point

Workshop outline · Working with others

Dealing with Resistance.

Meet resistance to your ideas and requests without damaging the relationship. Participants practice finding the cause of resistance and working through it with the other person.

For

Anyone who meets resistance to their ideas, suggestions and requests.

Format

Half a day. In person or live virtual.

What it is for.

Everyone in an organization meets resistance: a refused project, a rejected idea, a budget or headcount request turned down. Some people handle it far better than others. They treat it as a chance to think an idea through, hear other views, and see consequences they had missed.

Participants learn the most common signs and sources of resistance and practice strategies for handling tough situations in a collaborative way. They use open-ended questions to uncover the other person's perspective and the root cause, and learn to anticipate points of resistance, acknowledge them in the conversation, and prepare their response.

What you leave with.

- A way to recognize the common signs and sources of resistance
- Strategies for handling resistance while strengthening the relationship
- Practice with open-ended questions that uncover the other person's perspective
- A method for anticipating resistance and preparing for it

Why it matters.

- Trust comes before solutions
- Paraphrasing and empathy keep the conversation moving
- Working through resistance together often produces a better solution

Format.

Length	Half a day
Mode	In person or live virtual
For	Anyone who meets resistance to their ideas, suggestions and requests.
Method	Self-assessment tools; Short inputs from the facilitator; Group activities; Individual and peer-to-peer assignments

Your speaker.

Lorne Michael Cousins

Senior Fellow and Council Director, The Conference Board, Asia. Founder, Fulcrum Point.

Lorne Michael Cousins has spent twenty-five years inside corporate sustainability across China and the Asia-Pacific, as environmental auditor, sustainability consultant and leadership strategist. He is Senior Fellow and Council Director at The Conference Board, Asia, founder of Fulcrum Point Sustainability Consulting in Shanghai, and a Founding Member of the Sustainability Directory.

He holds an MEM from UNSW Sydney, a BA from UBC Vancouver, and Practitioner status with IEMA. Accredited Advisor, Future-Fit Business Benchmark.

fulcrumpoint.co