Fulcrum Point

Workshop outline · Working with others

Resolving Disagreement and Conflict.

Handle conflict as a partner, not an adversary. Participants learn a simple framework for reaching a resolution that leaves the relationship stronger.

For

Anyone who wants to deal better with conflict and disagreement.

Format

One day. In person or live virtual.

What it is for.

Conflict comes down to wants and needs that are not being met. It takes many forms and degrees of intensity, but a simple framework makes a resolution far more likely, and can strengthen the relationship so that future conflicts are fewer.

Three things have to happen, and the workshop practices each: being ready to deal with conflict, engaging the other person in a dialogue where both sides' wants and needs are heard, and following through on the commitments made. Participants also learn their own conflict style, how to separate observation from interpretation, and how to keep emotion from taking control.

What you leave with.

- The ability to spot the signs of conflict before it escalates
- Skills for reframing conflict from competition to partnership
- Insight into your own conflict style
- The ability to separate observations from interpretations
- Control of your emotional responses in conflict
- A way to disagree diplomatically and keep the discussion moving
- The ability to reach a solution that benefits both sides

Why it matters.

- Conflict handled well is healthy and does not damage relationships
- Spotting conflict early protects productivity and results
- A mutually agreed solution builds a partnership for the next disagreement

Format.

Length	One day
Mode	In person or live virtual
For	Anyone who wants to deal better with conflict and disagreement.
Method	Self-assessment tools; Short inputs from the facilitator; Group activities; Individual and peer-to-peer assignments

Your speaker.

Lorne Michael Cousins

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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.

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