RELATIONSHIP DETOXIFICATION

A Restorative Practice and Interactive Relationship Workshop

This 50-minute session is designed to improve communication and listening skills to move from win-lose outcomes to mutual gains (win-win) in personal interactions. Participants will revisit skills for maintaining healthy relationships.

Participants will review issues in relationship detoxification:

1. The difference between dialogue and debate
2. Putting aside personal agendas while another is speaking
3. Hearing (understanding) what people mean, not just what they say
4. How to get an uncommunicative person to open and contribute
5. What to do with people who get defensive when you try to tell them something
6. How to share a difference of opinion without the other person feeling criticized
7. Responding to the speaker’s feelings instead of imposing your own
8. How to get through to someone who never seems to listen
9. Establishing credibility so that people pay attention to what you say
10. Dealing with rather than avoiding conflict
11. Negotiating agreement without giving in
12. Separating the person from the problem
13. Focusing on interests rather than positions
14. Inventing options for mutual gain; it’s all about getting what you need.

Participants will review restorative mediation, interest-based negotiation, moving from divisiveness to synergy, adversarial to collaborative communications, compromise to consensus, threats and solutions to interests and needs, and combativeness to mutual problem solving.

In today’s economy, organizations are faced with the challenge of continuously improving efficiency to remain competitive. This means strict oversight and tight controls on those elements that affect an organization’s cost structure. Historically, the focus has been on tangible costs that are easily identifiable and can be accurately measured. Now, to continue down the path of efficiency, many businesses are focusing on costs that do not appear on the financial statements and that may not be easily measured with traditional systems. In a more culturally complex and age diverse workplace, managers must appreciate and better understand the filters and differences in communication and listening and develop the emotional intelligence required to be an effective leader.