

# Course Outline

“think  
learn?  
succeed

“smart training for clever people”

## Solution Focussed Conversations

1 Day

To succeed in today's ever-changing world, you need to know how to pre-empt and solve problems. Not just technical problems, but also interpersonal or communication problems. In this course, you'll learn how taking a solution focussed approach makes problem-solving and conflict management a breeze. Master four key steps for sorting out problems professionally and collaboratively. Learn how to combine smart thinking and emotional intelligence skills – so your team can sort out issues, prevent miscommunication and find clever solutions to the problems YOU face at work.

### What you'll learn to do in this course

You'll come out of this session with practical tools for participating in solution-finding conversations. We'll bring theory to life and tell you how to succeed. A range of practical tips will be presented to you. You'll talk through examples and enjoy practical exercises. At the end of the course, you should be able to:

- Collaborate to identify key issues, needs and concerns when problems or disagreements arise
- Use 'enquiry' questions and reflective statements to explore others' perspectives on an issue
- Present your own ideas and opinions assertively and honestly, using a simple formula
- Ask solution focussed questions in order to focus attention on options for action rather than barriers to success
- Build collaborative options when conflicts or disagreements happen

### Topics you'll cover

- What is a solution focussed conversation?
- Pinpointing the core issue
- Asking about others' perspectives
- Adding your own perspective
- Solving the problem together
- Tying up with a plan

### What others have said about the course...

**'Good course with great balance and theory practice, examples and how to apply to working environment'**

Ashwin. DFS 2013

**'I have learnt a lot from this module and will be able to apply the methods taught on a daily basis'**

Jo. SE Timber 2015

**'Very intriguing and full of information which can be useful for everyday work life'**

Sam. SE Timber 2015

**'The course has been great and very informative. Eleanor is very good at explaining and teaching'**

Ivan. SE Timber 2015



Book your training NOW

Call Eleanor Shakiba on 0433 126 841

Download course information at [www.thinklearnsucceed.com.au](http://www.thinklearnsucceed.com.au)