

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