

Leading Positive Dialogue in Your Team



Team Leaders and Managers today must show leadership by example, and that means the confidence to have difficult conversations, promptly address emerging conflicts, and lead a collaborative team environment.

Today's workplace is full of challenges and consistent change - restructure, customer demands, and generational change. The complexities of managing a team of diverse and sometimes difficult people is challenging.

Leading Positive Dialogue in Your Team provides an interactive and fresh approach to equip leaders to understand the causes of interpersonal conflict. It

will show how to confidently intervene and repair workplace relationships, leading to cooperative problem-solving within their team.

If you are looking to give your leaders communication skills to build stronger relationships, reduce conflict and lead high performing teams, this program offers you proven approach and practical strategies that can make a positive difference in your workplace.



Leading Positive Dialogue in Your Team

Poor early management of interpersonal conflicts in teams can result in significant problems:

1. Increased complaints and grievances about co-workers (increasing tension)
2. Poor staff morale and reduced job performance (diminishing productivity)
3. Increased absenteeism and loss of high performing staff (business cost increases)
4. Negative on reputation, loss of business and revenue (decrease in profits)

Team Leaders and Managers who can lead positive conversations and collaborative problem solving support resilient, productive teams.

You will learn how to:

- Understand the strengths and challenges of different conflict styles
- Listen more accurately and increase your influence
- Manage emotions when tensions increase
- Avoid the 4 common traps that can predictably derail your communication
- Use the 4 influential communication skills that reduce tension and increase opportunities for cooperative conversations
- Keep a positive perspective in problem solving when different viewpoints compete
- Raise difficult issues without raising the temperature
- Encourage shared responsibility in the team to build a collaborative culture
- Better manage stress and pressure with mindfulness and sled-care strategies.

This workshop can be delivered in a variety of formats for your convenience:

- 90 minute interactive presentation
- Half-day workshop
- Full-day workshop.

For further details or to book please contact Elizabeth Williamson

Email: ew@elizabethwilliamsonsolutions.com

Telephone +61400219120

“When it comes to thought leadership on how to turn conflict into creative opportunities that will build better relationships, your first point of call ought to be Elizabeth Williamson. Elizabeth is an engaging presenter with deep and evidence-based knowledge, mixed with well-placed humour who cleverly and professionally shows how conflicts start with the stories we tell ourselves, and how we are all responsible for the value we give to and receive from our relationships.”

David Penglase, Hall of Fame Speaker, author of Intentionomics



About Elizabeth Williamson

Nationally Accredited Mediator, MSocSc Counselling, BASW

Elizabeth Williamson is the Founder and Principal of Elizabeth Williamson Solutions, providing excellence in conflict resolution skills coaching, training and consulting. Elizabeth Williamson has over 30 years' experience in conflict resolution. She is an accredited mediator, who has worked with large corporations, finance industry, government, SMEs and NGOs.