



Leading to Resolution

Team members are better able to commit to decisions if they are allowed to explore, discuss, and debate differences. This ability to differ with another's ideas and assumptions is a vital step in achieving consensus. However, knowing how to bring out and sustain a dialogue of the differences requires some skill. Project managers and leaders can unintentionally suppress vitally important modes of communication. Using and applying the tools and techniques that guide these very difficult kinds of interactions lead to more productive meetings and positive outcomes.

3 Day Workshop

Case Study Based

10 Person Maximum

Common Participant Questions

- Our meetings have lots of grand ideas but they are often not implemented. How can I improve this?
- How can I effectively handle conflict situations that arise in my project meetings?
- What do I do about the personal agendas that tend to throw the meeting off-track?
- How can I improve the fact that our meetings often end with no decision ever made?
- How do I engage people on my teleconference calls?
- Everyone agrees on the path forward in the meeting but then after the meeting you hear the disagreements. What's happening?

Successfully taught for over 15 years to outstanding reviews, **Leading to Resolution** provides you with the diagnostic skills, tools, and techniques to support and guide important difficult decisions. Drawing on the instructor's research on the psychology of conflict, patterns of meeting talk, group behaviors, and her extensive personal experience in facilitating hundreds of business meetings, the workshop is full of ideas, proven methods, and tested solutions that will assist you in conducting the most challenging of discussions.



www.katherinerosback.com

Call (317)439-2052 for pricing and scheduling details.

Course Highlights

Working through Differences

- Learn how to become a better questioner to help resolve differences
- Practice phrasing that uncovers what the other party really wants
- Discuss the mental pathway by which one “changes” their views

Enhancing Decision-Making

- Learn new methods to overcome common decision biases
- Practice tools that effectively debundle the decision components
- Employ facilitation techniques to deal with the dominant personality

Working in Virtual Mediums

- Understand why face-to-face meeting strategies don't work in the virtual medium
- Learn simple but tested methods for creating better phone interactions

Meeting Design

- Apply design concepts that create a much clearer meeting purpose
- See how writing agendas as questions keeps the conversation on track

Interactive Teaching Methods

Effective courses are not just about instruction: they must also stress practice and feedback. In this workshop, each participant will have the opportunity to facilitate a case study taken from a real organizational situation (participant case studies are welcomed and encouraged) for approximately 30 minutes. After completing the exercise, the participant will receive detailed feedback regarding their experience. Additionally, the small class size allows for in-depth discussion and, if desired, role play of how the tools and techniques taught can be used in the participant's specific situations. Our focus is on application, not just knowledge.

“Don't confuse this workshop with a meeting management workshop. This is so much more. It's powerful, informative, and highly engaging. The time just flew by.”

Practice Based Instruction

KATHERINE ROSBACK provides consultation and instruction to Fortune 500 organizations in the areas of organizational communication, team conflict resolution, and strategic planning. She is a highly engaging instructor and has extensive experience facilitating hundreds of strategic planning, problem-solving, and conflict resolution meetings and retreats. Participants praise her unique background in Chemical Engineering, Organizational Communication, and Family Therapy that provides multi-faceted insights into how and why people do what they do.



The perfect course for project managers, team leaders, and meeting facilitators.

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