

# Reed-Robbins Performance Solutions



## The Secrets of Relationships, Resilience and Resolving Conflict

2 day workshop

0800 083 8013

[www.reedrobbins.co.uk](http://www.reedrobbins.co.uk)

# Relationships, Resilience & Resolving Conflict



*"If you stand up and be counted, from time to time you may get yourself knocked down. But remember this: A man flattened by an opponent can get up again. A man flattened by conformity stays down for good."- Thomas J Watson Jr.*

## What's the course about?

This training course is designed to be a thought provoking and fascinating journey into the subject of relationships, resilience and resolving conflicts.

No matter who you are and how many wonderful things you have in your life, its an astounding fact that even just one difficult relationship can ruin your life. We can feel lost and helpless when we feel at the mercy of that relationship, so its time you learned how to turn any relationship around and make it productive.

Once you understand the psychology of relationship and why we get in such a pickle, you'll feel like you have the answer to life, the universe and everything at your finger tips. In short, understanding people, especially ourselves is always very empowering.

We will investigate the best ways to resolve conflict and have potentially difficult conversations with people and put everything we've learned into practice.

Practical exercises will demonstrate what happens in relationships and how to resolve it in the moment. We will also look at how we inadvertently cause a lot of the conflict around us, yet still feel the victim of other people and get stuck only seeing it from our perspective.

We will help you prepare for and practice challenging conversations so you feel ready to do this for yourself immediately.

We will also look at the concept of resilience and how to feel empowered and capable of doing what you need to do in your role at work and in your life.

Resilience is what helps us to stand firm through the challenges we face at work and in our personal lives.

Our levels of resilience are governed by the way we experience, interpret and react to the pressures applied to us as well as our ability to bounce back after set-backs and maintain our course during turbulent times.

Everyone reacts differently under pressure and that's why our resilience training involves helping you learn the general skills necessary to be resilient under pressure as well as identifying and transforming any of your personal triggers that cause additional challenges.

As part of our journey to become more resilient, we will also look at techniques to reduce stress in the moment as well as longer-term approaches that resolve the root cause of stress in your life.

By the end of the day, you will realise you are awesome and other people are pretty awesome too!

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## What you will gain:

An understanding of how people really operate and how to get the best out of yourself and others.

You will feel empowered to start creating the relationships you'd really like to have and know that you have the ability to do this.

People will seem so much easier to deal with. You'll understand the sources of conflict and the techniques to avoid the pitfalls that may have caused problems in the past. You'll feel confident about facing up to those important conversations.

You will feel certain you can succeed in turbulent times and have a method of turning failures into future successes.

A more positive outlook in the face of adversity and a more flexible in your approach to situations.

## Checklist:

- Suitable for: Beg/Inter
- Tailored to audience: YES
- Length: 2 day
- Individual Coaching - Available

## Amazing Relationships:

- What makes or breaks great relationships?
- Being responsible for yourself, your life and your relationships.
- Emotional Intelligence and increasing self-awareness.
- Understanding what creates our perceptions and responses to people.
- Building rapport, networking and the law of reciprocity.
- How to engage people and have amazing relationships.

## Resolving Conflict

- The causes of conflict and the psychological responses to it.
- Finding common ground and a desired outcome.
- Expressing yourself and your feelings, non-aggressively.
- Empathy, wisdom and seeing something from all sides.
- Re-labelling people for immediately improving relationships

## Courageous Conversations

- Preparing for a courageous conversation.
- Giving and receiving challenging feedback in a positive way
- Practicing potentially difficult conversations

## Resilience

- The relationship between stress, pressure, challenge and resilience.
- The real cause of stress and why we all respond differently to situations.
- Strategies of thinking resiliently; turning failures into successes and how to bounce back from adversity.
- Seeing your world differently. Creating an empowering outlook.
- Banish worrying for good.
- Being awesome! Always!



# Getting in touch...



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- Performance Psychology
- Influence and Persuasion
- Communication Skills
- Presenting Skills
- Coaching for Managers
- Cultural Change Programmes
- NLP Practitioner
- Master Practitioner
- Leadership Programmes
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