Learn how to bury the hatchet in LG

Putting issues behind you and moving forwards without resentment.

Isn't it time to rid every workplace of negative conflict and resentment? Can you think of a petty issue in your Council which has festered and morphed into something bigger? Holding on to resentment and engaging in petty conflicts inhibits the machinery of local government.

The key to "burying the hatchet" is being able to understand difficult issues and have a toolbox of conflict resolution techniques. Employees and management often find themselves in situations where they are forced to work and communicate with people, but are unable to make a connection with them. Occasionally negative reactions to others can be as a result of value systems, projection, transference, personality types, societal differences, cultural norms and even dysfunctional behaviour.

Many managers and employees have simply not had the training to "bury the hatchet". And sometimes that is all it takes! Learn some new strategies and you will notice an immediate and positive difference. Imagine the difference if all your people were functioning at a level of emotional intelligence that transcends differences of opinion. If you have conflict why don't you try this unique approach? As Woody Allen remarked "80% of success is showing up".

Through an experiential learning process participants will be guided through a journey of understanding as well as specific skill development in the areas of reflective listening, rapport building, developing self awareness, assertiveness and delighting in diversity.

"Holding on to resentment and engaging in petty conflicts inhibits the machinery of local government."
— J. Richards

1.1 Key Learning Outcomes

Your Learn How to Bury the Hatchet in LG program will provide participants with valuable tools to:

- Build rapport to generate relationships where none exists
- Make more effective use of meetings and resist going over the same issues
- Assist management and employees to identify ways in which to set boundaries and be clear about what is ocurring
- Generate a willingness to be self aware, develop empathy, and change paradigms of thinking thus reducing the impact of ineffective relationships
- Use reflective listening to gain an understanding of others
- Develop self awareness and the willingness to change behaviour
- View people as well intentioned
- Understand that people have different values and therefore different behaviours
- Learn how to influence difficult people
- Rid resentment and revenge from the workplace.

1.2 Key Hatchet Training Areas

Hatchet Identification	• Behaviours and hatchets
	• Root cause focus instead of symptomatic responses
	• Difference scanning
	• Behavioural continue-stop-start model
	A puzzle exercise will be used to create an experiential learning environment. Participants will observe behaviours and this will be followed by discussion.

Emotional Intelligence	• Attitude, beliefs, values and expectations can be damaging to relationships
	• Our "quality world" causes frustration and resentment and destroys relationships
	• The importance of intrapersonal and interpersonal intelligence
	Interactive presentation and discussion

Types of Conflict and how to Overcome Them	• Different types of workplace conflict
	• Identifying the #1 cause of conflict
	• The most common dysfunctions of teams
	• Generating rapport with people whom we see as very different to ourselves
	Practical group exercises and discussion.

Listening Without Generating Solutions	• Listening effectively demonstrates respect and thus builds others self esteem • Listening is about self control instead of self indulgence • Discuss concepts without fear of ridicule • Listening without generating solutions or directing the conversation builds personal power *Practical group exercises and discussion.*
Setting Boundaries and Creating Psychological Safety	• A formula for setting boundaries with people who overstep them • Eliminating words that cause negative reactions • Being clear about what behaviour you prefer • Communicate with people as if they are well intentioned *A practical exercise with explanation and discussion.*
Diversity of Values	• Values drive our behaviour and perceptions • People have different values → no-one's values are "better" than others • Differences in values cause a breakdown in relationships • Learning to respect others values assists us to view difficult people as different • Dealing with difficult people in meetings *Practical group exercise followed by discussion.*
Delighting in Differences and Action Planning	• How our personality styles cause us to engage in conflict • Being dominant or passive generates negative results • Respecting diversity of ideas and making the best of different approaches • Behavioural change *Group exercise with observation and discussion.*

Our Local Government customers include: Bass Coast, Boroondara, Brimbank, Casey, Fairfield, Frankston, Gladstone, Glen Innes, Hobsons Bay, Manningham, Maroondah, Nillumbik, Port Phillip, Rockhampton, Somerset Regional Sydney, Towoomba, Whitehorse, Whittlesea, Wyndham, Wodonga, Yarra Ranges.

THE NUTS AND BOLTS

GUIDELINES

Group Size: An ideal group size is 4 –12 participants.

Venue: For your convenience, you can choose to conduct this program at your offices. Alternatively, we can provide a training venue at a small additional cost.

Cost: Upon request.

Look at what you receive within 24 hours at no cost:

a program outline , a bio of a proposed facilitator, training cost and possible training dates (if requested)

Contact us today

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