

MICHAEL GRINDER

March 2016

Develop your Negotiating Skills to Master Conflict Resolution

As executives, managers, speakers and coaches it is vital that your non-verbal communication and negotiation skills facilitate closing deals, resolving disputes, influencing and building long-term relationships. In situations where the exchange is challenging and volatile, this can be more difficult to navigate.

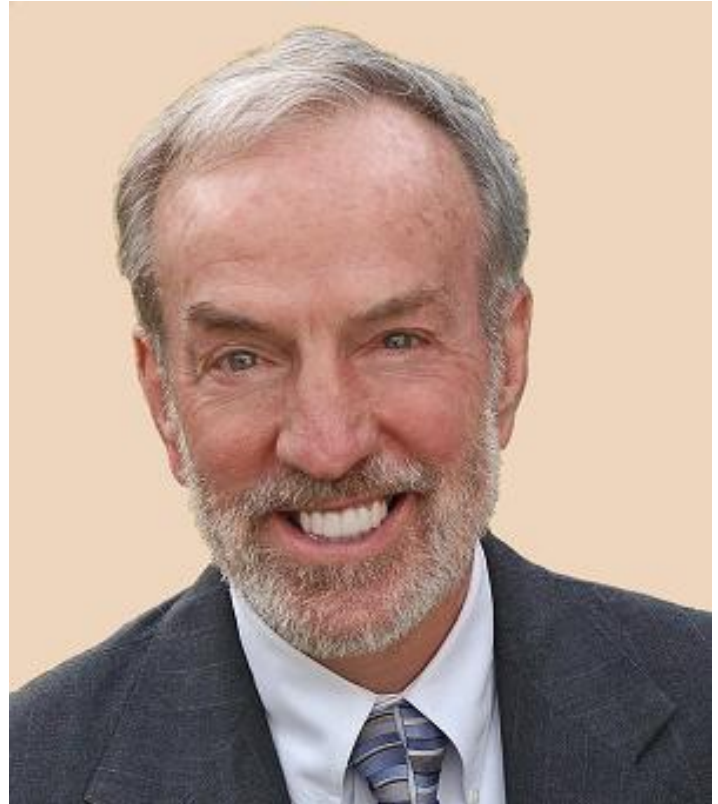
Michael's latest 2-day workshop expands on his effective use of non-verbal communication to face-to-face exchanges. Identifying the 10 most common patterns that appear in our professional (and personal) relationships, you will discover how to identify which pattern is occurring; know which missing ingredient to add thereby allowing you to remain calm and resourceful throughout the exchange. You will learn to shift the counterpart in negotiations to a more resourceful state.

An Overview of the Practical Skills that you will learn in this workshop:

- How to identify The 10 Most Common Patterns when disagreement is in play;
- Recognise the three mental states from which the parties operate;
- Detect when the other person engages in conflict, when they are seeking to influence and how to shift this;
- What to do when the situation becomes heated;
- Support your intuition with accurate and objective observation;
- Develop deeper relationships through trust and sensitivity.

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DATE

Monday 21 & Tuesday 22 March 2016
9:00am - 4:30pm

LOCATION

St Martins Conference Centre
Level 9, 40 St Georges Terrace
Perth, WA, 6000

COST

The 2-day program investment is \$999
Early Bird: \$880 if booked and paid before
1st March 2016

REGISTRATION

Secure your place now by visiting
<http://margohalbert.com.au/workshops>

*Presentation and Communication Coaching
Leadership Development
360 Feedback Facilitation*