

Motivation, Communication & Conflict Management

Module 2: Motivation, Communication and Conflict Management

A. How to motivate your teams more effectively?

This program will help if you feel your teams are not fully engaged and you've been thinking about how to improve motivation (whether that's the less motivated team members or just giving your high performers a boost).

Perhaps even you personally aren't feeling fully motivated (but you know you really 'should be') so learn more about motivation and what might be blocking you and those around you.

In this course you will explore:

- How to make improving motivation simpler and easier
- The true cost of low motivation
- The 9 motivators you MUST understand before you can improve performance
- Your own personal motivators to individual performance
- The 3 Keys to optimizing any team's energy and engagement levels continually

B. Communication skills – better communication for improved performance

This program will help anyone whose success depends partly on their ability to influence using verbal and written communications. It will benefit people across all sectors, and especially those in sales, customer service, marketing and on project teams.

In this course you will explore:

- How communication works and it's impact on others
- How to make your messages even more effective
- The four key communication styles using Insights Discovery communications
- Learn a simple yet powerful communications structure and template
- Understand how to keep communications concise
- Under stress – what can go wrong

C. Conflict Management

- Defining the fundamental concepts
- Optimal levels of conflict
- Eliminate or manage conflict?
- The manager's roles and responsibilities as a conflict manager
- The five (5) distinctive conflict resolution styles
- Proactively managing conflict;
- How to interact with emotional intelligence;
- Dealing effectively with anger

Duration:

2 days