

Getting Past No

Program Outline



Getting Past No

Being a manager can be extremely tough, especially when it comes to dealing with naysayers and managing confrontational situations. This can involve a team member who refuses to comply with new policies or a partner who constantly undermines your authority. As a manager, you must possess specific skills to handle these challenging situations effectively. You should navigate through conflicts and overcome obstacles to achieve goals.

This program explores critical skills needed to get past naysayers and overcome obstacles. They can range from active listening and effective communication to conflict management.

Build stronger relationships with stakeholders and partners. Achieve success in every leadership role.

Objectives

- ▶ Identifying workplace conflicts, negativity and persistent naysaying
- ▶ Avoiding getting drawn into the negativity
- ▶ Addressing workplace conflicts on objective parameters
- ▶ Overcoming self-confusion while addressing confrontation
- ▶ Avoiding being judgemental about people with negativity

Course Module

Module 1: Framing conflict

Module 2: A lens to address conflict

Module 3: Individual lenses