



The Happy Project Manager

Enjoy an exciting and entertaining journey through enlightened approaches to problem-solving. Learn to avoid costly and time-consuming delays by working toward root cause elimination. Share your ideas with peers and colleagues as positive approaches to conflict resolution are discussed. Discover how to use different approaches such as appreciative inquiry and the principles of emotional intelligence to propitiously influence behaviors related to anger and other emotionally charged behaviors.

Litigation is often preceded by arbitration, which follows mediation and before that there is usually an argument which starts with a basic disagreement. In this workshop you will learn to develop mutually satisfactory outcomes for scenarios that tend to lead to disagreements, thus creating win-win-win scenarios for you, your team, and your stakeholders.

This workshop will help the attendee to identify the source of disagreements and negotiate mutually satisfactory solutions before they become arguments which may eventually result in legal actions. To do this it is necessary to distinguish between the rational or logical issues and the often contentious and irrational, or emotional, circumstances that lead to unresolvable dilemmas. A positive yet pragmatic approach is utilized that provides a process-oriented approach to these problems. Tools and techniques are introduced through hands-on problem solving sessions.

Learning objectives:

- Be able to effectively manage behaviors related to anger
- Discuss positive motivational techniques in negotiations
- Understand how to employ appreciative inquiry to improve desired results
- Develop a model for effective communications management