



Conflict Resolution in the Workplace

1-Day Workshop



YOUR EMPOWERING SOLUTIONS

Developing Leaders & Company Culture for the Global Arena



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YES (Your Empowering Solutions) partners with clients to co-create organizational solutions that solve business challenges and transform performance to optimize and execute the people strategy. Centering on building trust, a collaborative culture and high performance, we develop effective leadership behaviours, collaborative high performing teams and a people-driven organization.

- **Design and co-create people strategies based on deeply understanding your organizational needs and business priorities**
- **Develop people-focused solutions to drive collaboration, effective relationships and achieve business results**
- **Applying the latest psychology and neuroscience to help people and leaders enhance performance and behaviour**
- **Have implemented solutions across Asia Pacific and the Middle East, as well as virtual solutions across APAC, Europe, Middle East and Africa.**

Testimonials

"The insights from this program stay deeply in myself and create "A-HA" moments. What I learned suddenly pops up and gives me hints and ideas to be a better manager."

Senior Vice President Marketing, Pharmaceutical Industry

"I liked that we walked away with a commitment to ourselves on how we can improve our engagement, which I think is crucial for leaders to always keep in mind."

Director Human Resources, Luxury Brand

"The coach did a fabulous facilitation on leadership behaviours. I learnt a lot during the session and was impressed with his energy and delivery style."

Head of People Development, Financial Services



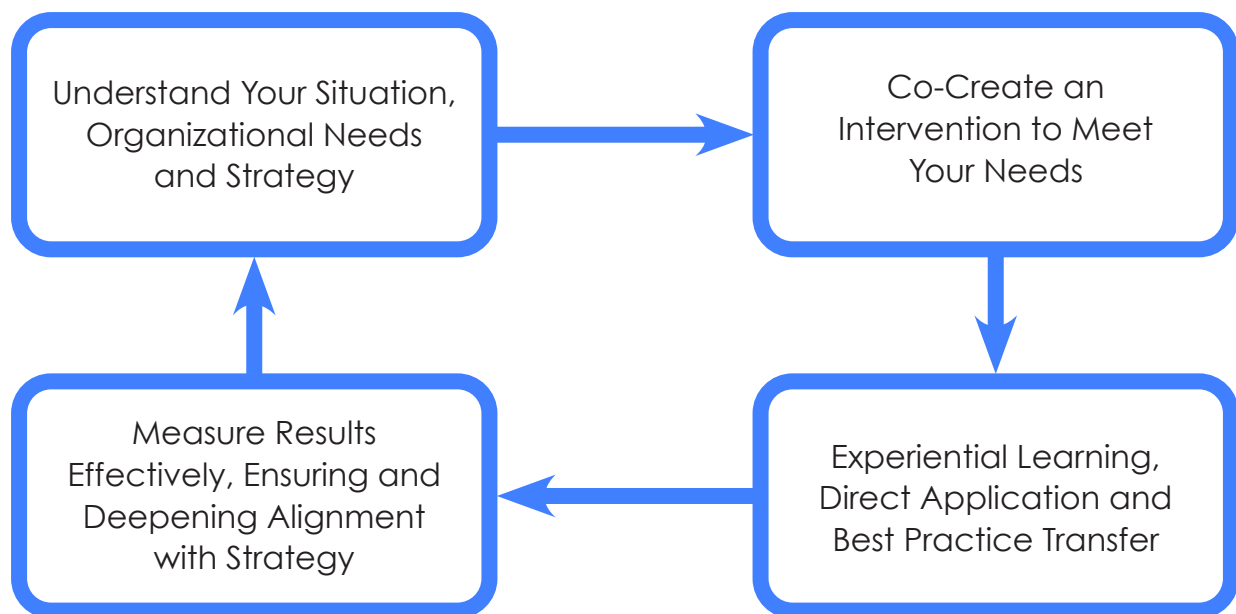
YES (Your Empowering Solutions)

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Our Approach

Bespoke program design is tailored to the client's organizational needs and strategic initiatives, weaving and integrating the client's own competency models and organizational processes into the program.

Results are measured effectively to ensure objectives have been met, to ensure execution and transfer of learning, and to deepen the alignment with strategic initiatives and organizational needs.



Conflict Resolution in the Workplace

1-Day Program Outline

AM

Introduction

- Kick off
- Program outline & agenda

Where does conflict come from?

- Plenary discussion
- Reflect on own situation with accountability partner

What Stops Us & The Benefits of Resolving

- What holds us back or stops us from resolving conflict?
- The benefits of healthy conflict
- Debrief: lessons learned, link to work

Conflict Handling Approaches

- 5 approaches to handling conflict
- What does the mindset and behaviour look like and how to deal with each?
- Debrief: lessons learned, link to work

Lunch

Conflict Resolution in the Workplace

1-Day Program Outline

PM

Social/Behavioural Styles at Work

- 4 social/behavioural styles
- Where the conflicts most likely happen?
- Debrief: lessons learned, link to work

Reactions and Self-Control

- Explore emotional reactions to conflict
- Develop strategies for more self-control

Resolving Conflict

- Empathic listening
- Non-violent communication
- Co-creating solutions

Role Plays or “Real Plays”

- Practice understanding the other person, regulating your own emotions and resolving conflict in a role play or real situation the participants have
- Debrief: lessons learned, link to work

Action Plan & Accountability Partner

- Develop an action plan and arrange follow up with accountability partner

Investment

Conflict Resolution in the Workplace 1-Day Program For up to 20 Managers at Orsted

Investment is inclusive of:

- All meetings and consulting with HR and the Executive Team.
- Bespoke program design and customization.
- All material, handouts and takeaways.
- Engaging delivery of program.
- Follow up debrief with HR and Executive Team.

Total Investment
SGD 8,000

* Investment is exclusive of travel expenses.

* Final investment is based on mutual discussion.

Grant Bosnick Managing Director and Executive Coach

Focused on driving organizational change and performance improvement, for 23 years Grant Bosnick has partnered with clients to design and deliver solutions, aligned with corporate strategy and organizational processes, that transform leaders' behaviour, to become more global minded, lead others, manage change, innovate and perform at a higher level. He started his career as a Senior Manager in the entertainment, professional fund-raising, and natural gas industries, leading diverse multicultural teams. With a background in psychology and NeuroLeadership, moreover, he engages leaders to explore multiple perspectives, understand themselves deeply, drive change and transform behaviour – to achieve results and develop global leaders for a rapidly changing and complex environment. Clients include Accenture, BlackRock, Cisco, Coca Cola, Fujitsu, Fuji Heavy Industries, Hitachi, Honda, Ishikawa Heavy Industries, JFE, Kobelco, Lexus, Maersk, Microsoft, Mitsubishi Corporation, Mitsubishi Heavy Industries, Mitsui, Nippon Steel, NYK, Shell, Siemens, Toyota, Volvo Group, WWL, among others.



Using assessments and research-based content, Grant works with middle and senior managers in the areas of communication, executive presence, authentic leadership, team alignment, people leadership, trust building, interpersonal relationships, collaboration, influencing, change management, coaching, mindfulness, diversity & inclusion, creativity, storytelling and personal effectiveness. He is a well sought after keynote speaker for offsites, annual conventions and executive conferences, for hundreds of people, on such topics as Inspire, Motivate and Change. He has lived in Asia Pacific for 23 years; and has worked all across Asia Pacific and the Middle East. And has delivered virtual leadership training sessions with over 30 countries on 5 continents.

Grant sees L&D and Coaching as a helping process focused specifically on improving work performance, and is a link between an individual's development needs and the organization's strategic goals. And by providing behavioural know-how & tips to enhance improved performance, participants' and Coachees' change in behaviour will not only achieve their own objectives, it will also help motivate their colleagues & subordinates to cooperate in harmony for positive team building towards common goals.

Grant graduated from Queen's University of Kingston, Canada with a degree in Philosophy and Behavioural Psychology, focusing on human behaviour and personal development, graduating top of his class. He is certified in several behavioural and 360 assessments, including Marshall Goldsmith's Global Leadership 360; certified in the Foundations of NeuroLeadership from the NeuroLeadership Institute and the Foundations in Design Thinking from IDEO U; is a Marshall Goldsmith Stakeholder Centered Coaching Certified Executive Coach, NLI "Brain-Based" Coaching Certified Executive Coach; and a VILT certified facilitator. He has also written a book on strategic thinking and problem solving, and published a video series on *Leadership Communication* with Kenichi Ohmae's BBT Network. His new book, *Self-Leadership for Behavioural Change: A Bite-size Approach Using Psychology and Neuroscience*, will be published by Routledge Press in 2021.

Grant thrives on developing leaders around the world and helping organizations transfer best practices. He is based in Singapore, and travels extensively.

testimonials

"I would like to say "thank you" Grant for these outstanding EC (Executive Coaching) sessions. It has been an honor to participate in your EC sessions. Also I really enjoyed this valuable experience. At the beginning of this course, I did not realize how much this coaching will impact me. As time passed, I started having "A-HA" moments in daily business. Hints, advice and suggestions that Grant gave me during the EC sessions stay deeply in myself and create "A-HA" moments. What I have learned from these coaching sessions suddenly pops up and gives me hints and ideas to be a better manager. Even though the sessions are ended, the learning from this Executive Coaching will last and keep creating "A-HA" moments in me in the future as well."

Senior Vice President of Marketing, Pharmaceutical Industry

"First, let me say that the sessions with Grant have not only been enjoyable, but also have changed my life in a way that has already shown tangible returns to our organization. Thank you. Your energy, respect and humility makes your sessions easy to understand and easy to learn from, even when listening to critique of current practices. I have come to understand more clearly that there is no "perfect" management method; that the best one can do is to try to avoid major mistakes. And that the best way to do that is to: 1. always maintain one's composure; 2. ask questions, and more questions and yet more questions; and 3. truly listen to the answers. Employment of these practices has provided 3 of the most fulfilling meetings I have ever experienced in my adult career, in just this past week, each of which I believe will have a significant and tangible positive impact on our organization this year."

Executive Director of Sales, Financial Services Industry

"The program with Grant became an opportunity to learn leadership tricks, hear advice, get feedback and reflect on what my leadership style was and, more importantly, how it should evolve and develop. We discussed, for example, the concept of intervention and when is the right timing for a leader to step in. How to perceive the potential of subordinates and how to get them to achieve that potential. What are the absolute qualifications to being a true leader and What are my beliefs on leadership? How can I add and improve those beliefs? How to deal with complex situations, including careful analysis, determining resources and developing an action plan to come to solutions. All of these discussion topics forced me to first think about what my current opinions are – what did I think about those topics? Did I think about those topics? And then, through discussion and insights, I was able to enhance my appreciation and better hone and refine my own views. And best of all, because I am actively leading a team of leaders, I was able to immediately take the learnings from these sessions and apply them in my daily leadership life. I am now a better leader as a result of this program and am very thankful for the opportunity that was provided."

Director of Quality Assurance, Tech Industry

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