

Plummer & Associates

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Communications Workshops

Communicating Non-Defensively

Have you ever expressed an opinion that led others to become defensive or hostile - even if you didn't mean it personally? This workshop explores how we all must be responsible for the way we give and receive messages. Participants learn to recognize and overcome their own defensive behavior and put into practice the five skills of non-defensive communication.

- Disengage – Set aside differences temporarily to focus on results.
- Empathize – Put yourself in the other person's shoes.
- Inquire – Ask questions that reveal underlying concerns.
- Disclose - Express feelings, needs and goals using "I statements".
- Depersonalize – Look at work as what we do, now who we are.

The workshop includes self assessments, video, small group work and role play.

Negotiating Conflict

Organizations today are focused on results – finding better solutions – faster. To get our best performance, we must be able to effectively resolve issues, settle differences, and implement solutions on every level. The Thomas-Kilmann Conflict Mode Instrument (TKI) provides individuals with a means of discovering how their conflict styles affect performance. We all use a range of styles in handling conflict that are based on our skills and on the demands of the situation. By understanding and expanding these styles, we can improve the way we accomplish goals individually and within work groups. Participants are introduced to five basic conflict-handling modes. They learn how and when each mode is typically most appropriate. We do not advocate any one mode over another. All modes are effective if applied to the appropriate situation and if used in a balanced way.

In this workshop you will receive a personalized report showing how you use the five conflict –handling modes: competing, avoiding, compromising, collaborating and accommodating. You will also have an opportunity to practice different modes.

Building Communication with the Myers Briggs

The Myers-Briggs Type Indicator (MBTI) is the most widely used personality instrument in America. Its primary uses are to improve self understanding and to improve group communications. It helps people discover their natural preferences for their source of energy, for information gathering and decision making, and lifestyle preferences. The focus is on appreciating the gifts and strengths of each Type and examining the impact

of style differences on working together with their work team. Fun exercises are used to demonstrate each of the four preferences.

Change and Type – Understanding Differences

People respond very differently to organizational change:

- Some are excited and stimulated.
- Some are fearful and become cautious.
- Some feel overwhelmed, depressed, and demotivated.

People with the same Type preferences report similar reactions, concerns, strengths, and needs. Type provides one important window for understanding oneself and others and gives guidance to leaders for helping their people deal effectively with organizational change. The Myers-Briggs Type Indicator (MBTI) is the most widely used personality instrument in America.

During the workshop, Type results will be explained and will be related to individual strengths and needs during organizational change. We will also discuss the impact of organizational change – addressing the difference between intentional change, which leaders experience, with imposed change, which workers experience.