



Improving Organizations
and Changing Lives



People Essentials

Content Summary

There are many factors in today's environment that might be dividing us and causing conflict in our interactions. Many find it difficult to communicate and collaborate with people who may have different values, opinions or backgrounds than our own. Bias, assumptions and lack of empathy can lead to conflict, and strained communications. In this session we will explore why people do what they do and how to improve interactions with our coworkers, clients, customers and suppliers.

BUILDING A FOUNDATION OF UNDERSTANDING

Exploring Today's Climate

We will explore current events or factors which can have an impact on relationships and workplace interactions. These may include local, national, or organizational events.

The Human Equation

We will explore the common goals and expectations we have as humans, citizens, coworkers.

Why People Do What They Do

We will explore why people do and say what they do and why, to better understand the behavior around us. This includes where thoughts, assumptions and biases come from, how they impact our actions, and how to challenge them for more favorable outcomes. We will discuss how our own actions and groupthink greatly influence other's behavior.

SOLUTIONS FOR NAVIGATING TODAY'S ENVIRONMENT

Starting with Empathy

All of us want to be heard and understood. We will explore the definition of empathy, why its important and how to communicate using empathy effectively.

Managing our Own Reactions

How we approach and react to circumstances sets the tone and success of our interactions. We will discuss strategies for evaluating and managing your reactions to stressful situations and interactions.

Proactive Communication

Practicing proactive communication and relationship building will help reduce the frequency of strained or emotionally charged situations with those we interact with most. We will explore practical ways to communicate and build relationships proactively.

The content above can be delivered in a two-part, two-hour webinar or in a highly interactive one day live session.

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