

ADVANCE Individual Effectiveness

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"I think one of the main challenges is...creating an organizational structure that doesn't get in the way of its staff."
-Jim Yong Kim

OBJECTIVE

Advance builds on the three soft skills discussed in the core program called Aspire. In reality, team members are faced with various complicating factors and scenarios while engaging in constructive dialogue, decision-making, and accountability. Conflict resolution is the next layer skill for constructive dialogue. Similarly, evaluating and mitigating risks represents the next level in decision-making, and adaptability provides a framework for making accountability more impactful. This training will address the three next layer skills by highlighting how to prevent and resolve conflicts, assess and manage risks, and persist in the face of unexpected and changing circumstances. This interactive program incorporates techniques for revealing how changes in the workplace are actually opportunities for greater creativity, productivity, enhanced morale, and personal growth.

1. CONFLICT RESOLUTION

- Identify causes of conflict
- Practice proven strategies to enhance listening skills
- Explore resistance collaboratively
- Solve conflicts creatively

2. DEALING WITH RISKS

- Define and frame complex issues
- Identify root causes and analyze problems.
- Assess and manage risk critically evaluating costs, risks, benefits and impact
- Apply systems thinking to mitigate risks

3. ADAPTABILITY

- Ability to anticipate & respond to changing environments
- Dealing with changing priorities / workloads
- Taking on new challenges at short notice.