



Leading
CONFIDENTLY
Unleash The Leader Within

A Psychodynamic Approach To
Managing Conflict

Delegate
E-BOOK

www.leadingconfidently.biz

Our Philosophy

At Leading Confidently we believe that the key to effective leadership is about first being able to understand ourselves. Only then can we unlock the potential of others. Leadership development therefore starts with building self awareness.

"We cannot become leaders by becoming somebody else. We look at and learn from others – and in doing so we discover more about ourselves."

*Jo Owen
(2006)*

Our Leadership Development Programmes are designed to inspire and empower. Unlike other Leadership Programmes, we take a psychodynamic approach to leadership growth, digging deep beneath the surface, enabling our clients to achieve long lasting resilient leadership capability.

Delivered by our award winning and certified ILM L7 Executive Leadership Coaches & Trainers and Master NLP Coaches we have a wealth of leadership and coaching experience, that will bring your leadership development journey to life.

At our training & coaching programmes you will develop unstoppable confidence, expert communication and transformational leadership skills that will help you to get the best from your people helping you to achieve business excellence.



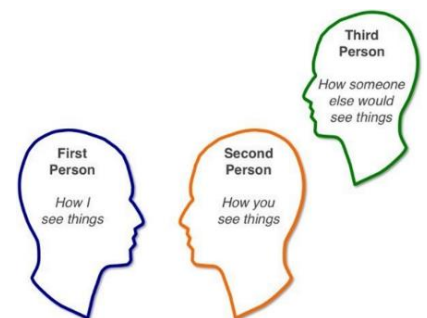
Managing Conflict

Perceptual positions – Taking A 360 Perspective to Deal With Conflict

This is a very powerful technique to resolve conflict in teams.

Perceptual positions help you to imagine what difficult situations look like when viewed through the eyes of others. The term refers to the ability to imagine what others perceive by imagining that you are that other person. In Neuro Linguistic Programming (NLP) this links with the assumption that 'the map is not the territory' and offers a way to enrich an individual's map of the world (how they see things). NB: It's important to adopt all 3 positions below.

- First position - this is your natural perspective, where you're fully aware of what you think and feel regardless of those around you. This is the place that people find most familiar. They already have an awareness of their own perspective and the problems they face.
- The second position is about imagining what it's like to be the other person. Some people are very good at considering others' needs and concerns. However, a more self-focused member of staff may find imagining the second position a challenge.
- Third position is an independent position where you act as a detached observer noticing what's happening in the relationship between two other people. It's a bit like a fly on the wall! Good leaders naturally step into this impartial role. When you're managing conflict, encourage those involved to take this position in order to gain an impartial insight into a situation. This is particularly effective for those involved to see what a relationship in conflict looks like to others and the impact this has on the wider team.



You can introduce perceptual positions to your teams by having them physically move to different chairs as you describe and discuss the three positions, asking them to notice what they experience while sitting in each position. **The real learning comes by stepping out of the first position to explore the second and third positions and seeing what light it sheds on a situation.**

Lets stay in touch!

Thank you for allowing us to be part of your development journey.

At Leading Confidently we work closely with our clients to provide a range of learning and development solutions, tailor made to suit your personal and organisational needs.

Our portfolio is designed to deliver tangible performance benefits, and our Award Winning consultants in leadership development, our trainers, qualified executive coaches and leadership mentors and assessors bring a wealth of expertise and experience to complement your organisation's values, culture, performance objectives and success criteria.



07545 763 082



Leading Confidently



www.linkedin.com/in/wendyderrick



@WendyConfidence

Email me at :

wendy@leadingconfidently.biz

Visit us at :

www.leadingconfidently.biz

and download our brochure for more ideas on how we could support your ongoing development.

We would love to hear how you are getting on. Good luck!