

## Positively Speaking – Improving performance with Solutions-focused conversations.

*Director Paul Z. Jackson, The Solutions Focus*

### Abstract:

To get the best out of your colleagues, you need skills in the strategies and tactics of conversations – particularly conversations focused on performance management.

We all experience difficult discussions from time to time. Whether it is with our clients, our colleagues, our bosses, we want to get the best out of our conversations.

And sometimes we have to deal with conflict – and do our best to prevent it escalating, so we can resolve it with the best outcomes for both the agreement and for our relationships.

This interactive presentation guides participants away from the potential pitfalls and disasters that conflict can generate and towards the better outcomes that we can hope to achieve. We apply our cutting-edge solutions focus approach, which is spreading fast through public and private sector organisations and an extensive world-wide community.

In this session, you will learn the art of constructive performance conversations with a solutions focus.

You will discover simple and sophisticated techniques to

- Take a strategic approach to discussions – to get more of what you want
- Remain polite and friendly – even in difficult circumstances
- Deal more confidently with the toughest of performance management situations

and leave with a set of tools that you can apply with confidence straight away.

### Speaker:

PAUL is an inspirational consultant, coach and facilitator. He devises and runs training courses and development programmes in strategy, leadership, teamwork, creativity and innovation. Audiences at conferences around the world and readers of his books benefit from his expertise in improvisation, accelerated learning and the solutions focus approach. He is director of leading change consultancy The Solutions Focus, President of the Applied Improvisation Network, and serves on the SOL steering group. He believes that conversations can help you make the differences that you want.

