

The Mindful Leader Academy

*A Masterclass on Transforming Conflict into
Collaboration and The Art of Courageous
Conversations*



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Background to The Mindful Leader Academy.

The Mindful Leader Academy was established in 2013 to provide bespoke leadership development programs to global clients. To-date the Academy has provided advanced leadership development training to more than 750 leaders globally in locations such as Singapore, India, China, and multiple locations in the US, mainland Europe and Ireland. The primary program delivered by the Academy is entitled “The Mindful Leader Program” and it consists of advanced workshops, executive coaching and a sustainability framework that ensures continuous development of the leadership competencies. The core Mindful Leader Program is a six-month to eighteen-month leadership development journey, but shorter versions of the program are available to address more specific client needs.

The Mindful Leader Academy is delighted to provide the following proposal on how to Transform Conflict Situations into Collaborative Solutions and also how to hold high impact Courageous Conversations.

Background

This is a one-day experiential program for Leaders, Managers and Supervisors who wish to develop the core people management skills of transforming conflict into collaboration and how to hold effective and impactful courageous conversations. This one-day workshop has been delivered to almost eight-hundred leaders globally.

Session 1: Managing Conflict - Being at our Best through the Art of Transforming Conflict Situations into Collaborative Solutions

Conflict is a normal part of the human experience and the possibility of conflict arising is present in every situation where people interact. Each of us responds in a unique way to conflict. Some of us respond in an aggressive way which can

often result in the conflict escalating – others respond in a passive way in an attempt to avoid the conflict.

The aims for this session are as follows:

1. Transform conflict from a potentially destructive force in personal and professional relationships into opportunities for collaboration and the deepening of relationships.
2. Reach better solutions through collaboration and idea exchange
3. Equip participants with the skills and techniques that are essential for success in the interdependent organizations we live in today

Through the use of an internationally recognized Conflict Styles questionnaire, participants in this program will become aware of their own default conflict response. They will also become aware of four alternative personal responses to conflict. With such awareness comes greater opportunity to create a more positive and productive resolution to the conflict. Participants will also be given a process that they can use in their next encounter with conflict to maximize the likelihood of the conflict resulting in a positive collaborative solution rather than a negative destructive one.

This workshop will also explore how conflict among team members can be seen as an opportunity to deepen relationships and team performance rather than it being a source of tension and a reduction in overall team performance.

Finally, this highly practical workshop has been delivered to more than 800 people managers and senior leaders in Europe, the US, Asia and in India and participants leave with an increased sense of awareness on how to engage in future challenging situations in a helpful and positive way and so avoid the situation where conflict leads to strained working relationships.



Session 2: Being at our Best through the Art of Courageous Conversations

The aim of this session is to support participants to develop the skill of courageously speaking up when challenged to express their unique viewpoint. Most professionals feel challenged to assertively speak their truth when they believe that to do so may make the situation worse or that the consequences of courageously expressing their unique viewpoint may have long term negative consequences. This segment of the program will provide the participants with all the tools, tips and techniques to be able to successfully navigate their way through a difficult conversation and to arrive at the best possible outcome for themselves, their teams and their organization.

One of the secrets to assertively speaking up is to be able to resist our survival instinct towards flight or fight during difficult conversations and so this program begins by explaining this primitive survival instinct and how to manage it internally so that we can respond maturely to the situation rather than react defensively. The participants will then be provided with a tool to support them to prepare for a challenging conversation. A second practical tool will also be provided to support the participants to navigate their way through the actual challenging conversation. The program participants will also be provided with some resources to deal with the situation where no time is available to prepare for a difficult situation and so they need to be able to deal with the challenging situation in real time and in the here and now.

Although grounded in a solid theoretical framework, this is a very practical program and past participants have left this program feeling far more personally empowered to speak their truth in an assertive way so that their personal message is delivered respectfully and with maximum impact.

About the Workshop Facilitator

Executive Summary

Linda O' Mahony is an experienced, highly energetic and entrepreneurial Leader who has built high performance teams and simultaneously delivered profit improvements through developing and leading strategic and operational change programs within organisations. Linda has a unique quality of being able to Coach and Lead at any level and in any environment.



Background

Linda works with Senior Leadership and their teams to identify challenges and find solutions to devise a strategy and organise resources needed to maximise success and create a culture of high performance. Linda supports clients through Coaching, Mentoring and Facilitation to embrace change in a way that assists them to create more opportunities, possibilities and positive results for their business and their people. The success Linda achieves with Management Teams over the years is down to her 100% belief that change within an organisation of any size can only be achieved when everyone is on board with the overall goal. The time and dedication she gives to the foundation of every project she works on is the reason why the results she accomplishes both in terms of commercial revenues, business transformation & skills elevation are exceptional.

Professional Training

- Currently in final year of MSC in Leadership & Management Practice at UCD Michael Smurfit Business School. Final year focus is Executive & Business Coaching
- Licensed Practitioner of NLP with Richard Bandler NLP Life Training UK
- Professional Diploma In Leadership Development at UCD Michael Smurfit Business School
- Diploma in Organisational Renewal & Transformation at UCD Michael Smurfit Business School
- Life & Business Coaching Skills HETAC level 7 with Coaching Development UK
- Codesigned Bespoke Leadership Development programme for Irish Farmers Journal Directors with UCD Michael Smurfit Business School
- Certified Conflict Mediator and Certificate in Transactional Analysis within Organisations
- Batchelor of Business Studies



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