

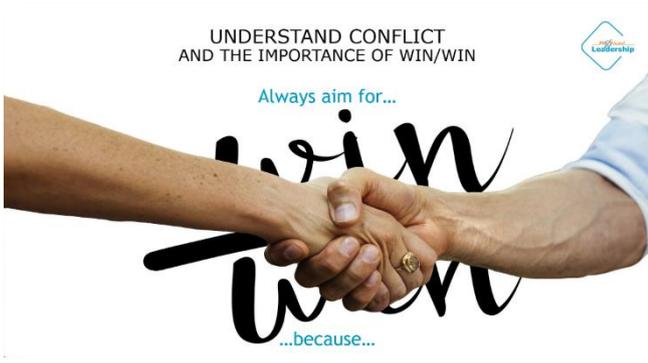
FLOW PROGRAM CONFLICT RESOLUTIONS

The Committee for Wyndham and PROfound Leadership are excited to provide you with a further update of our Future Leaders of the West (FLOW) program which took place on Thursday, 3rd September.



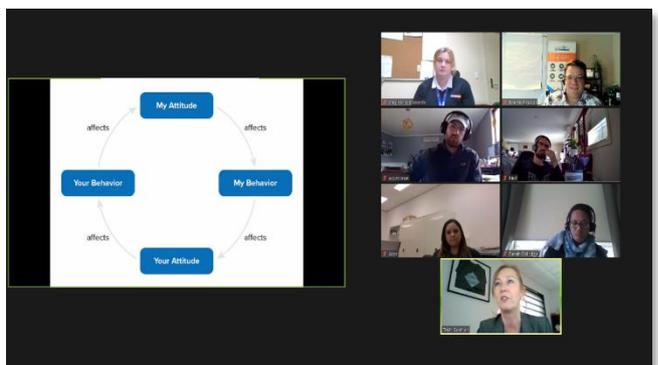
Due to the ongoing COVID-19 Stage 4 lockdown in Victoria, this month's workshop was delivered online once again; all participants joined in from the comfort of their own home.

To ensure that everybody was comfortable and fed, we organised pizza and ice-cream for all our participants.



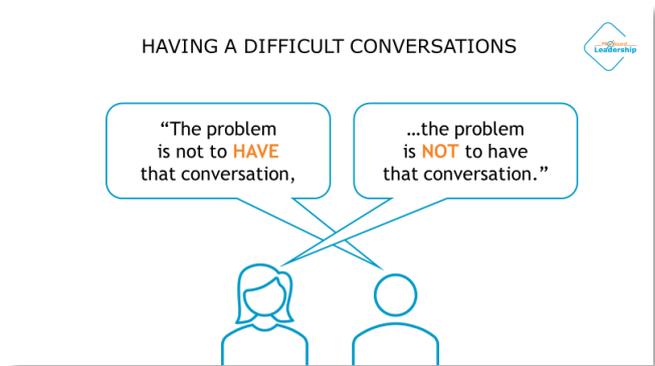
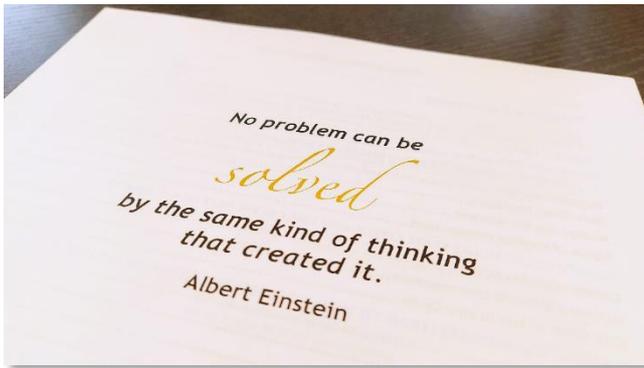
This month's focus was on the topic: 'Conflict resolutions'.

Relationships and win/win outcomes are critical success contributors, and conflicts can easily interrupt all of this. In our leadership session, participants gained a deep understanding of what causes conflicts in the first place, how to take control of our own emotions during conflict situations, and how we can structure communication flow to turn dysfunctional situations into productive outcomes.



We had the pleasure of welcoming Trish Sellman, General Manager - Port Phillip Prison, as our guest speaker.

Trish gave us amazing insights into strategies on how to deal with behavioural issues, the importance of a positive attitude, goal setting, continuous professional development and much more.

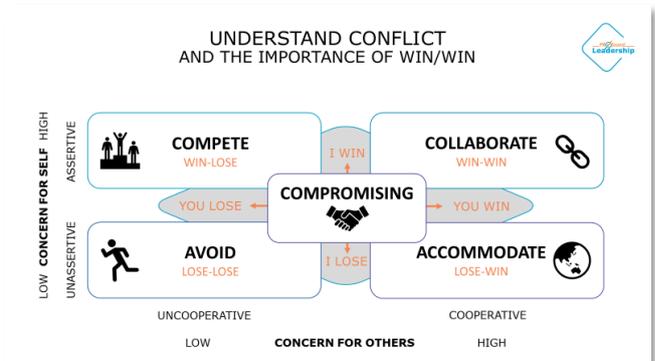
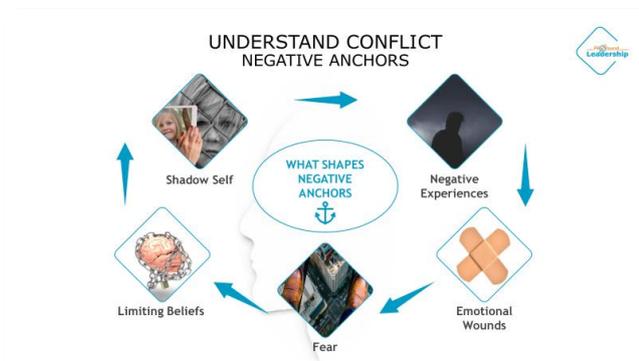


Here a few key takeouts from our participants from this month's FLOW session:

- ✓ Conflicts always originate from one of two sources:
 - ✓ Negative anchors
 - ✓ Unfulfilled strategies
- ✓ There are generally 4 strategies when dealing with other human beings:
 - ✗ Get out (Flight)
 - ✗ Give In / Do nothing (Freeze)
 - ✗ Take Over (Fight) or
 - ✓ Go for win/win (collaboration building and long-term relations)
- ✓ Only when we apply curiosity, respect and acceptance with a win-win mindset can we resolve conflicts and strengthen relationships with self and others.
- ✓ *"The way we see the problem often is the problem."* - Stephen R. Covey
- ✓ Behaviour is not who we are. Behaviour is what we do.
 - ✓ Accept the person and calibrate their behaviours
 - ✓ Appreciate positive intention (*"I would like to be understood, appreciated and respected."*)
 - ✓ Then positively influence behavioural change
- ✓ *"As long as we don't have a solution, we are part of the problem."*
- ✓ ...and many more!

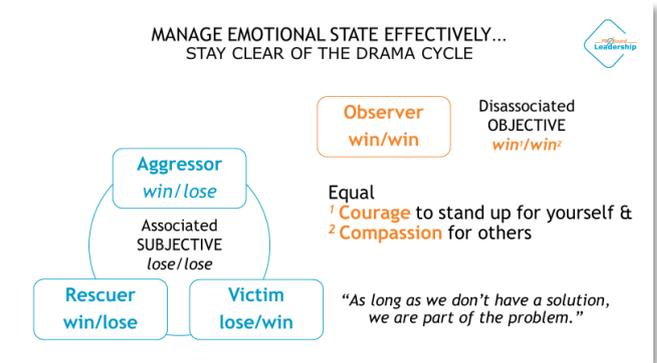
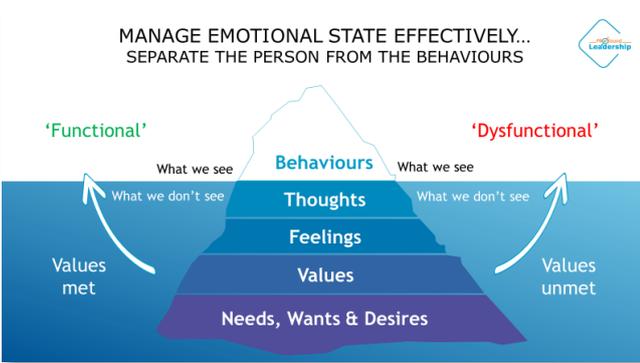
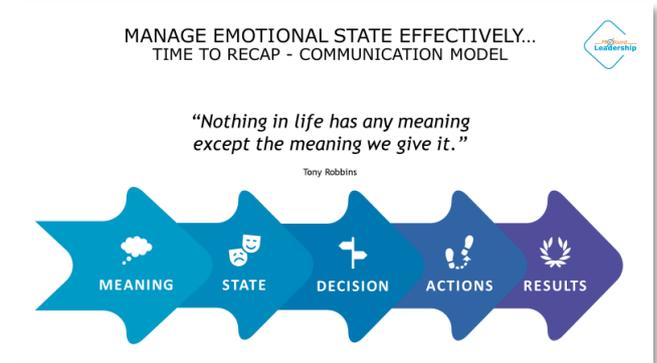
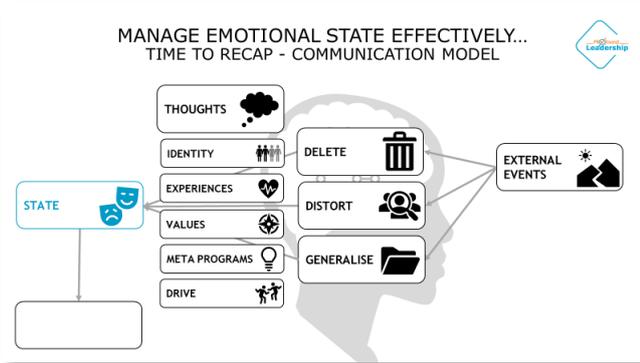
Here a few more impressions of this month's leadership topic:

- ✓ Understand conflict and the importance of win/win

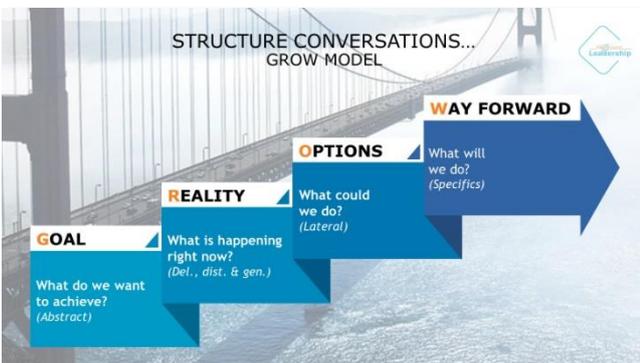
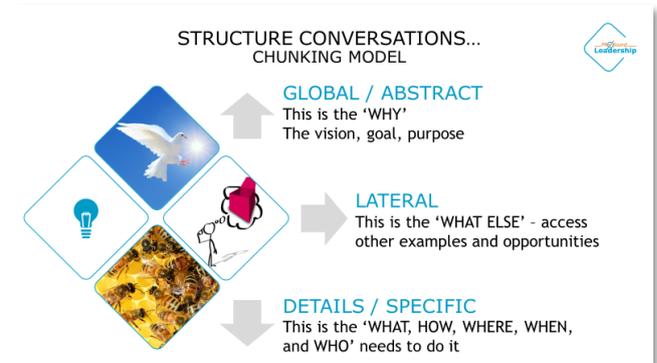


The law of win/win says: Let's not do it your way or my way; Let's do it the best way.
Greg Anderson

Manage emotional state effectively while in the heat of the moment

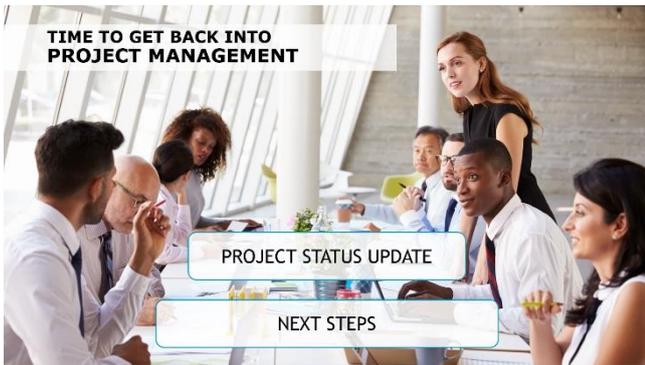


Structure conversations to turn dysfunctional situations into productive outcomes



☑ **Community Project**

- Participants worked well on adjusting the original project plan where necessary, due to the ongoing stage 4 restrictions. Participants demonstrated effective communication and customer relations skills to keep all stakeholders updated and involved.
- Status update:
 - The FLOW team is currently focusing on researching community needs through survey questions, and is encouraging the community to complete the survey and to provide us with ‘Public Transport Accessibility’ needs in Wyndham.
 - Please stay tuned for the upcoming Talking Wyndham podcast, where Kevin Hillier will interview one of our FLOW participants. This will give you the opportunity to hear more about this year’s FLOW community project; administering a public transport accessibility training plan that can be tailored to suit the needs of various vulnerable groups within the Wyndham community.



Stay tuned for more insights from our next scheduled session on the topic of “Presentation skills”.



OUR NEXT SESSION

When: Thursday, 15 October 2020 | 9am-4pm
 Where: To be advised by Committee for Wyndham (depending on COVID-19 guidelines)

Topic: **Presentation skills**

- ✓ Overcome the fear of public speaking
- ✓ Connect and engage with the audience
- ✓ Deliver a powerful message without notes

If you have any questions about the FLOW program or are interested in the next FLOW program, please contact us.

We are only a click or phone call away.

<p>Committee for Wyndham Barbara McLure T: 03 9741 2333 E: admin@committeeforwyndham.com.au W: https://www.committeeforwyndham.com.au/flow/</p>	<p>PROfound Leadership Martin Probst T: 1300 936 313 E: info@profoundleadership.com.au W: https://www.profoundleadership.com.au/flow</p>
---	--