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**From Resistance to Resilience:
Changing into a Decision-Making Environment
- Increasing your Internal Competitive Advantage**

Course Description:

In order to better understand the 'how' to change into a decision-making environment, it is important to know what type of characteristics your organization currently have firstly, on a macro level. For instance, could you classify your organization as passive-aggressive, over-managed, fits and starts, or would it be considered Just-In-Time, or Military Precision? Once you have the fundamental classifications and characteristics of what type your organization falls into will you be able to focus on a much more micro level—breaking up the characteristic types by decisions, departments, or even by individuals to realize the initial changes needed in order to generate awareness and influence.

With the help of two award-winning professional speakers, this workshop enables you to define your organization and your place in it from a variety of perspectives. It has been designed to enhance your ability to see inside and outside of the box as well as 'the box' itself to become more focused in dealing with your own personal job role, tasks, your position as a stakeholder in the company, as well as dealing with other stakeholders that you need to communicate and make decisions with every day.

The Outcomes:

Here are just some of the items that will be answered during the workshop:

- A focused understanding of the differences between a healthy and unhealthy environment.
- Tools and strategies to shift your perspective out of past-based decision-making and into a new and much more powerful paradigm.
- Increased knowledge of decision-making levels in your company, your department, your team, or even on an individual level through the power of self-talk and influence.
- How to approach and communicate with those that are resisting, and to use your power of influence to make change.

What do you Take Away?

- A tool-kit of information – Each participant will receive an information kit outlining the fundamental concepts and tools discussed, presentation package as well as the possible outcomes and its effects between a healthy environment vs. a non-healthy one. It is with this type of information that will make a concept into reality, and can easily relate the process or flow of the ultimate outcome and steps on how to make improvements.
- Diverse experiences – The speaker's presenting have been chosen especially for this topic, to give you, the participant, a variety of perspectives to use the information in a way that can empower you with the tools and key concepts needed to make the change both on a macro as well as on a micro level.

Who Should Attend?

- Leaders and decision-makers.
- Management, Project Managers, or interested parties who want to learn more about this topic.
- Consultants may find this useful in their own business as a way to understand customer's needs and requirements.

Course Requirements

An academic or equivalent professional work experience is required for enrollment.

Language Used: English

Schedule

8:15 – 9:00	Course Registration and Coffee
9:00 – 10:30	Jennifer Peltenburg: Defining the Healthy & Unhealthy Environment <ul style="list-style-type: none">◆ Understanding your Environment<ul style="list-style-type: none">• Identifying the differences• Comparison and gap realization• Case Scenario – Practical Insight◆ Understanding the confusion in decision-making roles<ul style="list-style-type: none">• Decision role pitfalls and outcomes• Case Scenario – Practical Insight◆ Resilient vs. Resistance Factors<ul style="list-style-type: none">• Understanding Resistance and Resilience• General productivity and financial outcomes• How it could relate to people, peers, productivity, quality and finance
10:30 – 10:45	<i>Coffee Break</i>
10:45 – 12:30	Chris Martlew: “The Power of Influence & Self-Talk” <ul style="list-style-type: none">• Increased knowledge of decision-making levels in your company, your department, your team, or even on an individual level through the power of self-talk and influence.
12:30 – 13:30	<i>Lunch</i>
13:30 – 15:00	Jennifer Peltenburg: A hands-on approach <ul style="list-style-type: none">◆ Redesigning the decision-making model:<ul style="list-style-type: none">• Practical tools for applying to your own professional situation◆ Redesigning your Environment<ul style="list-style-type: none">• Tools for making the next step toward resilience
15:00 – 15:15	<i>Coffee Break</i>
15:15 – 17:00	Patrick Mathieu: “The Power of Mortality” <ul style="list-style-type: none">• Tools and strategies to shift your perspective out of past-based decision-making and into a new and much more powerful paradigm.
17:00 – 17:30	Conclusions and Evaluation