

WORKING WITH PARADOX AND AMBIGUITY

"Life is a paradox; learn to enjoy it." - Yogi Bhajan

This course focuses on developing effective communication skills in unclear contexts. It offers practical strategies for adapting language to various situations, ranging from intimate conversations to large group settings. Participants will practice active listening, avoiding assumptions, and cultivating empathy. We will examine potential sources of misunderstanding, as well as techniques for resolving conflicts and navigating difficult conversations. Through this course, you'll gain the confidence and tools to communicate effectively no matter what context you find yourself in.

Key Course Content:

- Develop a clarity culture at work.
- Understand that paradox and ambiguity is perception.
- Learn the perceptive gap between "crystal clear" and "clear as mud".
- Work with different thinking styles.
- Learn to actively listen and practice questioning styles.
- Understand the psychological effect of receiving ambiguous messages.
- Work constructively with paradox.
- Understand that people are unable to perform according to your "should manual".
- Promote a positive feedback culture with honest conversations.
- Learn to substitute confusing workplace vocabulary.

Target Audience:

The course can be tailored for the specific cohort whether it be the leadership team, another group of managers/team leaders or employees.

Duration:

This course is available as a 1-day course or a truncated half-day course.



Delivery:

This course can be delivered both in-person or virtually. For virtual delivery, we can use our virtual platforms or your organisations.



Group Size:

We recommend a group size of 4-10 people.

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