

Title: Dealing with Challenging Clients, Team Coherence and Organizational Development

Presenter Names:

Kathryn S. Lazar, J.D. Collaborative Lawyer and Mediator

Allison J. Bell, Psy.D. Collaborative Coach and Child Specialist

Timed Agenda/outline

Morning:

I. NEW CASEWORK AND MANAGEMENT PHILOSOPHIES

A. Overview

1. Difficult Conversations Review

Explain and Demonstrate

2. Radical Candor

Show the Video

Discuss

3. Appreciative Inquiry

Explain and Demonstrate

Do an exercise on what went right last year

B. Developing a culture of open communication: the paradigm shift

1. Get, Give and Encourage Open Communication

2. Integrating these ideas with Collaborative Model

BREAK

C. Bringing the Philosophies to Mind

1. What are the red flags that a more extreme intervention is needed than ordinary conflict resolution strategies?

Hypotheticals and Group Participation in Identifying Red Flags

2. Which technique might work in what situation? Is there a hierarchy of attempts?

3. How do you initiate utilizing each technique?

Examples

4. How do you actually employ each technique in different situations?

Examples leading to afternoon exercise

Afternoon:

II. APPLICATION OF TOOLS AND TECHNIQUES – Discussion and Exercise for Each Category

A. “One to one” situations (hypotheticals for 3 subgroups with exercise to identify which tools they might employ and rationale for the choice, with a presentation at the end from each group)

1. With clients
2. With one other person on a team
3. With own staff

B. “Team” situations

1. How to develop community consensus that team communications issues will be forthrightly dealt with
2. Application Strategies (Demo and Exercise)
 - A. Radical Candor
 - B. Appreciative Inquiry
 - 1.

C. Organizational functioning

1. Capturing positive energy and sharing it
2. Group Radical Candor - where are we as individuals in relationship to our group? What is our succession plan? How can we grow? Who will help?

III. TAKING THIS HOME AND INTEGRATING IT INTO OUR COMMUNITIES

A. Brainstorm Ideas

B. Develop Action Plan