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Mediator - Facilitator - Lawyer

John Peter Weldon

Has been facilitating communication styles workshops since 1997 in the workplace in the health, education, legal, and business sectors, for the Quebec Bar and for various agencies of the Quebec government.

He is an active, fully accredited family, civil, commercial, and workplace mediator.

He has developed considerable expertise in the prevention and mediation of workplace bullying, discrimination, and harassment.

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Effective Interaction

Practical tools for optimizing collaboration in the workplace

In a work team, a meeting with a client, or a negotiation session, do you sometimes get the impression that it's easier to deal with some people, whereas with others, it can be hard going. Why is that?

Often, the message doesn't get across because **the way of expressing it doesn't take into account the other person's customary communication style**. It's not so much **what we say** as **the way we say it** that can cause difficulties. Resulting **misunderstandings** can lead to a sense of frustration, suspicion, and distancing which can undermine goodwill and hamper collaboration.

In this workshop, you'll learn to interact skillfully and confidently with people of communication styles very different from your own, without getting caught up in the usual pitfalls. You'll gain a user-friendly set of tools that will make you a better communicator, negotiator, and administrator.

You'll be pleasantly surprised to discover that with a minimum of effort to adapt to others' styles, you'll be rewarded by increased collaboration on their part. You'll experience better synergy and productivity with co-workers, and the quality of your workplace relations will be enhanced accordingly.

Day I

« **Four basic styles** » : You'll learn how your communication style is perceived by other people, to identify others' styles, their strengths and weaknesses, their preferences and allergies, and you'll pick up a variety of simple, practical strategies to adapt your style to the styles of others.

Day II

« **Three minor adjustments** » : Using examples of challenging interactions brought in by participants, you'll learn to choose from among various options the three minor adjustments which will best permit you to optimize communication and collaboration with your entourage.

« A Day III devoted to the resolution of a specific communication dynamic in your organisation can be arranged on request. »