



More Effective Conversations and Collaborations Workshop

Communication is central to good business

The art of effective communication

There is an art to finding middle ground while holding your own ground, to getting what you want while being willing to give your counterpart what they want on reasonable terms.

There is an art to expanding the pie, to taking win-win out of the realm of platitudes and making it something real, tangible and consistent.

Developing this sometimes counter-instinctive art results in better business, better brands, improved reputations, compliance with contractual obligations, and a more stable workforce.

It results in less in-fighting and turf wars, more collaboration, more creativity and innovation. It frees up space to focus on what really matters.

Scientific American has found that diversity in the workplace, including diversity of opinion, actually improves results in organisations. It makes them more appealing workplaces and more interesting to the outside world. Learning how to have better conversations enables us to be more receptive to opinions that are different from our own, building good dynamics and a healthy corporate culture.

Mia Forbes Pirie

INTELLIGENT CHANGE

✉ mia@miaforbespirie.com

📱 +44 (0)7957 812345



A skill that can be learnt

This skill is applicable both internally and externally (with colleagues and customers) and can be learnt. It increases emotional intelligence, the distinguishing factor between average and great companies. Companies whose people have higher emotional intelligence are more creative and innovative. They are able to align personal objectives with the objectives of the organisation which results in a better working environment and better results. Skills that support people to come to agreements can be useful in any working environment.

Join us for our More Effective Conversations and Collaborations Workshops

You'll learn a range of techniques to prevent legal disputes, resolve conflicts before they escalate, and work more effectively and collaboratively.

Topics covered include:

- Understanding the landscape: what occurs in conflict situations, how they arise, what they are and how they affect those involved.
- Perspective: yours and theirs. Unpacking known unknowns.
- Difficult conversations: what they are, how to have them, why they are worth it.
- Taking responsibility: blame vs contribution.
- Knowing it all: the benefits and the pitfalls.
- Listening: Why bother? How will it help me?
- The role of facts and feelings.
- How allowing more space for uncertainty can lead to greater clarity.
- Skills for dealing with difficult discussions and conflict situations.

At the end of our time together, you will be better equipped to:

- Navigate complex situations.
- Engage in difficult conversations with positive outcomes.
- Prevent disputes.
- Resolve conflict.
- Achieve better results in negotiations.
- Have better relationships at work, at home and with clients.

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Mia Forbes Pirie

A skilled mediator, trainer and conflict coach, Mia specialises in resolving difficult conflict. She is a former City solicitor and Head of Alternative Dispute Resolution in a boutique law firm. In addition to Commercial clients, she has worked nationally and internationally with Members of Parliament, governments, religious organisations, NGOs, and charities. Mia navigates complexity, supporting parties to achieve practical and creative solutions while improving relationships.

Born to parents from different cultures and religions, and having lived in six countries, Mia is passionate about culture, identity and conflict resolution.

