



Out of the Box: Thinking Differently in Difficult Situations

Aberdeen - 19 March 2007

Glasgow - 11 May 2007

Two workshops led by John Sturrock and David Fraser

Following the huge success of our Out of the Box event last November, Core is running two of the most appreciated workshop sessions in Aberdeen and Glasgow, for up to 6 hours of CPD. You can choose to take part in one or both of the sessions.

"Fantastic course. I left feeling filled with new enthusiasm to tackle my job."

"... a rare occurrence to be afforded the opportunity to take sufficient time out for this sort of thinking. A very valuable day."

"A stimulating and useful day at which I gained a number of practical tools for use in the workplace."

Participants' comments on a recent event.



Managing Business Relationships Intelligently

9.30am - 12.30pm

with David Fraser



'Communication skills' are necessary for success in business and organisations. However, both traditional and contemporary developments in communication skills tend to place the focus on the individual - and his or her ability to get their point across. David will suggest a shift of focus from individuals to relationships and will contrast the transient nature of communication with the enduring character of relationships and set out the case for managing relationships intelligently.

The workings of interpersonal relationships don't have to be mysterious - they can be learned and they can be taught. In his workshop, David will offer practical learning in some of the key ideas that might sometimes be seen as the preserve of psychologists, linguists and coaching specialists. Proficiency in these skills for initiating, building and maintaining business relationships is entirely open to most people and can provide tremendous leverage to mainstream professional, business and boardroom expertise.

David Fraser is a Chartered Engineer and project manager, now working as a consultant and company director with PLC, SME and new venture experience. David is a member of Core's panel of facilitators and mediators.

Negotiating in Difficult Situations

1.30pm - 4.30pm

with John Sturrock



The best negotiators use a variety of techniques and strategies to deal with difficult situations in dispute management and deal making. Avoiding ongoing time-consuming and costly antagonism may be vital. Whether the differences arise in a commercial contract, an employment situation, a policy decision or in door-of-the-court bargaining, there are some tools that can enhance the prospect of a successful and speedy outcome, and enable you to do the best deal possible for yourself or your client, while maintaining respectful relationships with the other parties who may be involved.

In this workshop, we will reflect on how to break deadlock, how to deal with difficult people (whether on your side or another), how to improvise and change the dynamics and how to keep focusing on the bigger picture even when the going gets tough. Participants will be invited to bring their own personal or business examples to discuss and experiment with if they wish.

John Sturrock, founder and Chief Executive of Core Solutions Group, is recognised as a pioneer of mediation in Scotland and internationally as a trainer and coach.

Workshop Fees:

Full (both workshops) £345 plus VAT

One workshop (please indicate which) £187.50 plus VAT

For further information on both workshops, or for a registration form, please contact [Lisa Garrow](#) or [register online](#).