OAKBAY CONSULTING

Menu of Services for Park Enrichment Grant Recipients

A NOTE FROM OUR FOUNDER

Dear Prospective Grantees,

You and your colleagues spend all day trying to work together towards a common goal. But as you may have discovered, passion and drive are not always enough to get you there! Smart people often disagree, and the way you handle those disagreements has a huge impact on the success of your organization. With the right skills, your conversations can produce more ideas, stronger relationships, and better outcomes.

As you can see below, we offer a range of services to help your organization manage conflict, communicate more skillfully, build strong relationships, and negotiate for what you need. All of our offerings are customized to your needs. We can provide a full-day service for the full grant, or we can work with you to design a half-day program for half of the value of the grant. Either way, please feel free to reach out to us at epstein@oakbayconsultants.com to discuss the possibilities. We look forward to hearing from you!

Warmly,
Emily Epstein

WORKSHOPS

We offer fun, interactive trainings to help your staff learn new skills, get to know each other in a new context, and work together more effectively. All of our workshops teach participants a new framework for setting goals, preparing systematically, conducting, and reviewing crucial conversations.

NEGOTIATION: Whether you are trying to persuade colleagues to take on a new responsibility or partners to consider your proposal, your organization needs to maximize the amount of value it can get at the negotiating table. We can help your employees learn how to gain substance while building long-term, sustainable relationships.

EFFECTIVE CONVERSATIONS: How can we disagree without being disagreeable? How can we share bad news with partners or performance feedback with our staff without demoralizing people? This training helps participants approach a wide range of difficult discussions with more confidence and capacity for learning.

GENDER AND NEGOTIATION: Women face unique obstacles at the negotiating table. Both male and female counterparts may hold inflexible expectations that make it difficult for women to negotiate value and build relationships. These data-driven workshops share recent research on how women be effective despite the unique challenges we face at the negotiating table.

COACHING

Even the most experienced leaders need personalized advice and guidance about how to manage conflict, build relationships, and negotiate for more value. Our one-on-one coaching services can help you prepare for any conversation, from a crucial negotiation with partners to a tough discussion with your board. We will help you identify common dynamics and pitfalls, share theory with you to improve your ongoing efforts, help you practice and prepare, and assist in your review of the conversation so that you can be more effective in the future. Just as elite athletes work with a coach, communication coaching can help individuals gain confidence, comfort, and new skills.

Our coaching can take place over the phone or in person. The most effective coaching takes place over time, on an ongoing basis, and the grant will cover a full month of coaching. In addition, we are also available for individual sessions.

FACILITATION

It can be difficult to make decisions as a group. We get stuck arguing about solutions, getting buy-in, and managing personality differences. Moreover, it can be difficult for someone who is invested in the conversation to help guide it in a truly non-partisan way, without incurring pushback from colleagues. Yet we know that bringing together multiple people with differing opinions can lead to new ideas, creative opportunities, and wise guidance. Our facilitation services can help design and lead your meetings to make them efficient and productive. Because we do not have a stake at the table, we can provide a neutral voice, and we have the skills and experience to channel disagreement into fruitful discussions. This kind of facilitation can help a team address a sticky problem or bring together disparate factions. We can handle all stages of the process, from identifying key stakeholders, bringing people to the table, facilitating the conversation, encouraging creative thinking, managing dissent, to providing a follow-up report after the meeting has ended.

MEDIATION

Are you and a partner – internal or external – just stuck? You can't persuade one another, you're frustrated, and you aren't making any progress? Mediation is a facilitated negotiation that helps you make your own choices about how to settle a dispute. Our mediators are trained neutrals who assist you and the other party or parties in communicating more effectively. Mediation is a voluntary process, and in contrast to court, you retain decision-making control. Mediation can be an efficient and long-term method for managing conflict. You can use your grant towards a full-day mediation to tackle a complex issue, or you can meet with us and the other party in a shorter session.

DISPUTE SYSTEMS DESIGN

Dispute Systems Design refers to the practice of helping an organization develop one or more methods for managing internal conflict. In consultation with your key employees, we can design a customized solution for your most common disputes. Whether you want to manage stakeholder engagement processes, set up an ombudsperson office, improve the capabilities of your existing HR team, or just learn about the options, give us a call.

"People listen better if they feel that you have understood them. They tend to think that those who understand them are intelligent and sympathetic people whose own opinions may be worth listening to. So if you want the other side to appreciate your interests, begin by demonstrating that you appreciate theirs." *- Roger Fisher*