

CONFLICT IS A GIVEN MOST OF US AVOID. IMAGINE IF WE COULD USE IT TO GROW, MAKE BETTER DECISIONS & IMPROVE EXECUTION.

**THE QUESTION IS:
DO YOU HAVE THE TOOLS TO LEAD SKILFULLY IN CONFLICT?**

JOIN OUR NEXT

C.O. Resolve

LEADERSHIP TRAINING



This internationally acclaimed innovative program equips leaders to improve teamwork and decision making, backed by proven results that are highly impactful and sustainable. The workshop includes unique experiential tools for dealing with the tensions that inevitably arise on the Leadership path. It unlocks the wisdom inherent within teams through collaborative decision-making and constructive conflict resolution.

EXCEL IN YOUR LEADERSHIP

In today's complex organisations, the skillful handling of interpersonal and team dynamics has become a vital quality among leaders. The CoResolve Program increases leaders' capacity to succeed in challenging times by offering practical tools for working with the diversity of perspectives inside an organisation.

DOES THIS SOUND FAMILIAR?

- Are you or your team members having a difficult time with **timely decision-making**?
- Is your organisation experiencing **resistance** to authority or change?
- Does it feel like your team members are **working against each other** instead of with each other?
- Are some of your stakeholders **disengaged** or struggling to find a way to work with you?
- Are you struggling to build a relaxed **environment of innovation** to birth the next big idea?

MEET THESE CHALLENGES BY DEVELOPING SKILLS IN:



**RESOLVING CONFLICTS
ONE-ON-ONE**



**RUNNING EFFECTIVE
TEAM MEETINGS**



**INTERFACING WITH
CLIENTS**

CoResolve is based on the Lewis Method of Deep Democracy developed in post-apartheid South Africa and practiced in over 20 countries around the world. The Lewis Method of Deep Democracy is a facilitation methodology that is particularly useful for resolving relationship and group dynamics that are emotionally charged or marked by diversity and difference. In CoResolve we have honed these tools for leaders. In this method, a leader is identified as anyone leading a process to achieve an objective.

CoResolve gives you the theoretical background, instructions, experiential learning opportunities, and long-term support that you need to begin using the most powerful and essential tools of The Lewis Method of Deep Democracy in your leadership.

TESTIMONIALS



DR EDWARD ADDAI

Regional Chief Programme Planning, Monitoring and Evaluation. Nairobi, Kenya

"The Deep Democracy approach helps you surface and reconcile the emotions, reasoning and assumptions underlying your behaviors and relationships with others. It provides the tools for dealing with conflict and its drivers, and maintaining a healthy work and social environment. Jenny is a great facilitator. She allows for the practical application and adoption of the tools by creating a safe space for reflecting, internalising and applying the methodology. I have found working with Jenny on Deep Democracy very empowering and life changing in my personal and professional life."



MIKE WHITE

Chief Internal Auditor, Standard Bank. Johannesburg, South Africa

"The LDD and CoResolve process that Shine led for us really helped unlock the effectiveness of our team. At a time when our executive management team was characterised by conflict, much of it unhealthy and unspoken, our ability to get alignment on goals and actions was poor and our overall effectiveness suffered. This structured and compassionate approach to creating a space for really honest and direct conversations provided a foundation for new levels of trust, and I believe was a pivotal moment in our team's overall effectiveness. This was also the case for me personally; the Shine team really helped me clear some blockers with my direct reports, which increased my effectiveness as a leader."

COURSE INSTRUCTORS



JENNY LECLEZIO

Jenny Leclezio is a seasoned Human Resources practitioner who specialises in the

area of transformative change, coaching and leadership development. Jenny has worked with the Lewis method of Deep democracy for 15 years, directly under the tutelage of Myrna Lewis and was one of the first instructors trained in South Africa.



CILETTE HARRIS

Cilette Harris consults in the fields of relationship and conflict management, leadership development,

and transformation and change. Her skills include process design and facilitation, coaching and neurolinguistic programming. She has 13 years experience as a Lewis Method facilitator.

WHATS IN THE TOOLKIT?

RESOLVING CONFLICTS ONE-ON-ONE

- Read the dynamics of a group; pick up on the early signs of resistance and emerging conflict and act in a timely manner to reduce tension.
- Understand the obstacles to good communication and build the foundations for shared understanding.

RUNNING EFFECTIVE TEAM MEETINGS

- Make decisions that gain buy-in and establish accountability and responsibility. Facilitate dynamic conversations and enable diverse opinions to be heard.
- Unleash engagement and creativity whilst maintaining your authority.
- Harness the power and collective intelligence by enabling even the most quiet of participants to express their views.

INTERFACING WITH CLIENTS

- Resolve differences of opinions, arguments and conflicts instead of allowing anger and blaming to continue.
- Use tension as an opportunity to enhance learning and relationships, and to unleash the creative potential.

COURSE DETAILS

INCLUDED IN THE COURSE:

- a custom-designed web-based platform,
- access to the learning material,
- exercises, discussion groups and the ability to connect to other participants internationally.

OPTIONAL EXTRAS:

- I Know Me (IKM) Personality Profile
- Group coaching
- Individual coaching.

Date: 16-18 July 2025

Time: 08:30-16:30

Location: Little Tuscany, JHB

Cost: R12 600 (ZAR) excluding vat

