



Decker Mediation

Assessment | Risk Management | Consulting | Training | Mediation



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Selected Trainings

Below are some of our most popular course offerings. We can also custom-design a course to meet your specific needs.

Managing Conflict - Among Employees, with Carriers, with Customers

Did you know that here are techniques you can learn to help reduce conflict, keep control of potentially difficult interactions and generally communicate better? Come learn some of the secrets of a conflict specialist. The session will include learning to identify and cope with the different conflict styles, developing a basic understanding of great listening skills, and understanding a bit about how to negotiate toward win-win outcomes.

Difficult Conversations

When there's business in the family and family in the business even simple communications can get complicated. Family relationships often get in the way of having important discussions, reaching consensus and making difficult decisions. While this is especially common during times of leadership transition, making any decision or determining any strategy can be incredibly complex when family dynamics are considered. In this session, we will provide practical tools for smoother communication among all participants in and around family businesses.

Listening: The Secret for Getting What You Want from the People Around You

It seems hard to believe, but the best way to get what you want is to take the first step of actively LISTENING to the other party. When you understand that other party, and they know that you do, you are in a better position to ask for, and get, what you want. Active listening is a structured form of listening and responding that focuses the attention on the speaker and motivates both the speaker and the listener. Come and experience many "aha moments", learn valuable listening techniques and start getting more of what you want!