

HR Business Partner- a real partner

#1 HR Business Partner supports managers in solving problems and building teams

- **5 team dysfunctions** model,
- Techniques and tools for building effective teams,
- **Models for developing changes and new solutions:**
 - HPI,
 - GROW
- **Coaching techniques:**
 - Asking questions,
 - Conducting meetings,
 - Discussions,
 - Troubleshooting..

#2 HR Biznes Partner asertywnie stawia granice

- Transactional analysis as a model of perceptual and communication positions to be used in business relations (adult, parent, child according to Berne),
- **The Dramatic Tirangle (according to Karpman) as a model of destructive business relationships** – how to get to know it, how to avoid it and how to get out of it?
- The 7-step technique for inducing assertive behavior,
- Techniques of assertive and respectful setting of limits: Open door/smoke screen, Jujutsu, Assertive deferral, Broken record.

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#3 HR Business Partner manages the conflict, claims and builds an agreement

- **EGO™ resistance and grievance management technique**, that will allow you to react constructively and build an agreement even when the other side has reservations or will „attack” you (or others) verbally.
- **Proprietary conflict management algorithm POWaPro™** thanks to it you will change the conflict to which you are a side, into an agreement or mediate your partners (co-workers, managers) in resolving conflicts in their teams.
- **Zawisza™ proprietary technique** – will help you refuse in such a way that your partner feels good and still wants to cooperate with you.
- **The proprietary technique of Alternative™** – thanks to it you will diplomatically demonstrate the benefits of choosing your solution when your business partner expects something different from you,
- **Reframing** – a technique that will help you and your colleagues and partners move from problems to solutions.

#4 HR Business Partner exerts influence – enforces, criticizes and convinces

- **Algorithm of working with your own resistance** – „Start with yourself” – influencing yourself as the basis for influencing others,
- How to convince the audience to your solutions Our proprietary FAPROK™ technique will help you in this,
- **Neurolinguistics in persuasion** – verbal constructions strengthening your authority, responsibility and commitment of your partners,.
- Principles of constructive criticism and escalating techniques from feedback to verbalization of expectations and enforcement:
 - **FUKO**
 - **4AS™**.



You have any questions?
Feel free to ask us

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