

Training

Is this for me?

We provide training to a wide-range of clients: agencies - businesses

- non-profit organizations - departments - teams - schools & other groups
Your Next Step

For a free, confidential consultation call Paul Lambe at 617 494-0444 Ext. 319 or Contact Us

We Help You Communicate To Achieve Results

At MFR we deliver training in communication, conflict management and interpersonal skills to improve how organizations work. We help you develop, maintain and nourish the relationships that really matter to you and your organization. We know that applying what you learn takes more than just one workshop. So we include free follow-up support through e-mail, telephone and refresher classes. We stick around in case you get stuck.

Features of MFR Training

What can MFR Training do for you?

- Learn conflict management skills to resolve or prevent damaging conflict with clients or within your organization
- Provide useful feedback without creating more challenges
- Introduce change in a collaborative way that maximizes success
- Save money by helping your team to get 'unstuck' and return to doing their best work
- Improve your people skills to bring out the best in your co-workers.
- Keep your customers through improved communication and service
- Create a harmonious work place where people are less contentious and more productive

How we work with Adult Learners

Flexibility, Respect, Support

Resources

What is your learning style?

Take a free VARK Questionnaire

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When it comes to dealing with communication, conflict and human nature, adult learners are already very knowledgeable. In our trainings we treat people with respect and we value their time and experience:

- We help you to build on your experience and knowledge
- We work to expand knowledge and skills to enhance communication styles and your organization's effectiveness
- We know that adults learn mostly by doing, so we use experiential techniques such as simulations, role-plays and small-group work to give people a chance to try out skills in a supportive learning environment
- We provide usable educational materials to reinforce learning and apply learning and skills
- We make ourselves available by phone, e-mail and follow-up sessions to make sure your investment of time and money reaps the maximum returns for you and your organization.

Our Trainings

Most of our training is customized to your group's needs. Below is a sampling of workshop titles demonstrating some areas where we can provide your organization with the capacity and knowledge you may need:

- Providing Feedback that Works
- Team Building in a Diverse World
- Interpersonal Communication Skills
- - Conflict Management Skills for Property Managers and Landlords
- - Emotional Rescue: Managing in the Midst of Emotions
- - Managing Workplace Conflict in your Organization
- - Facilitating Effective Meetings
- - Negotiate and Collaborate for Success
- - Handling Difficult Clients
- - Improving Relationships at Work
- - Mediation Skills at Work

Features of MFR Training 10 ways we make it work for you

- Taught by experienced practitioners in dispute resolution who deal with conflict daily
- Engaging and lively trainers with years of experience working with adults
- Interpersonal skills, that are taught in an accessible and usable way
- Practical, common-sense learning solutions that suit your culture
- Support services after training to reinforce your learning
- A partnership approach to working with you and your group to design a training solution that will best suit your needs
- Flexibility in how you and your group best learns - we work with you how, where and when it works for you; through one-day workshops, long-term programs or one-on-one coaching, on site or off-site.
- Cost-Effective solutions to your group's training needs
- Opportunities for a free trial to see if this is for you - we offer short 'sampler' workshops
- Quick and clear project proposals to assist in your decision making and planning

Cost:

Initial consultation is free; Visit the Training section at Professional Fees for information on fees

Our funding enables us to provide free or reduced cost training to certain organizations. Please ask for details.
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