



**DIFFICULT PEOPLE
MADE EASY**

Building Positive Work Relationships

Course Outline



Are you ready to improve your relationship management skills?

In business, social and emotional intelligence matters more than IQ. If you have strong relationship-building skills, you can work well with your peers, manage conflicts, handle client complaints and excel in sales or negotiation contexts. Find out how to create positive work relationships using essential communication skills. Discuss ways you can get on with others even when you experience a 'personality clash.' Learn to communicate honestly, positively and appropriately – even when the going gets tough and conflict sparks. This is a great course for anyone who wants to improve their relationship management or team communication skills.

Why build your relationship management skills?

Being good at relationship management means you can build and maintain positive partnerships in professional contexts. The skills you will learn in this course will help you:

- Prevent your key relationships falling apart or becoming toxic
- Take control of the relationship management process, so you can maintain positive relationships with clients, colleagues and suppliers
- Prevent conflicts or misunderstandings impacting negatively on your workplace relationships
- Use the principles of emotional intelligence to build constructive partnerships at work
- Eliminate the poor communication habits which can limit your success at work
- Become the best relationship manager you can be

What will you learn in this course?

You'll come out of this session with practical tools for building effective workplace relationships. Discover why relationship building matters so much in business today. Hear what workplace relations experts know about rapport-building and collaboration. Learn how to:

- Take a strategic approach to relationship management
- Create rapport with your colleagues, clients and suppliers
- Prevent conflict souring relationships in teams and with customers
- Actively make your professional relationships positive and constructive
- Handle difficult situations assertively and professionally
- Collaborate instead of arguing when conflict emerges

The information covered in this course comes from the fields of applied psychology and workplace health and safety. You'll cover subjects such as:

- Relationship mapping
- Matching to build rapport
- Collaborative problem solving
- Emotional and social intelligence theory

How can put your learning to use?

The practical focus of this course means that you can use what you learn immediately. Relationship management skills can be used in business to enrich your workplace communication. By focusing on relationship building, you can build stronger networks and increase your effectiveness at work. You can also use the communication skills covered in this course to sort out conflicts and create harmonious professional relationships.

What topics will you cover?

Topic one: Keys to successful relationship management

Did you know that approximately 75% of your professional success depends on building successful networks and one-to-one relationships? This is why YOU need to master relationship management techniques. Learn to use structural relationship building techniques to increase your credibility and performance at work. See what it takes to build and maintain successful workplace relationships. Hear how developing your 'social intelligence' will make you stand out in your profession.

Topic two: Relationship mapping skills

Getting on with your clients, suppliers, managers and co-workers means you will succeed at work. Don't neglect those vital relationships – even though you're really busy and so are other people. Discover how to take a strategic approach to relationship building by mapping, managing and building your professional alliances and networks. Learn to focus your relationship building efforts so you get great results.

Topic three: Key communication skills

Not everyone starts off with strong relationship management skills. But the good news is that we can all learn them. See how to build trust by using rapport-building and deep level listening techniques. Hear how to speak up without offending people. And develop solutions to the relationship challenges YOU face at work.

Topic four: Handling conflict constructively

What do all great communicators have in common? They know how to turn conflict into an opportunity to enhance relationships. In fact, some relationship experts say you don't have a solid relationship until you've sorted out a significant conflict together. Find out how to handle conflicts constructively, so they build relationships rather than undermining them. See how to use conflict mapping techniques and watch a video on how to apply a simple four step process for sorting out differences between people.

Who teaches this course?



Eleanor Shakiba is a leading people skills trainer, based in Sydney. She has helped thousands of professionals to use breakthrough thinking and communication tools. Eleanor has written over 90 training courses, 12 audio programs and 10 videos to help people excel at work. Each month, she publishes a new communication skills program on YouTube.

Eleanor is qualified in Social Anthropology, Adult Education, Applied Psychology, Neuro Linguistic Programming and Mediation. She writes and teaches in the areas of applied psychology, communication and conflict resolution. Her passion is helping professionals learn skills for success in the real world.

See Eleanor in action at <http://www.youtube.com/user/thinklearnsucceed>

How is the course delivered?

This is a highly interactive course, delivered over one day. Book it for your team, if you need training that delivers practical skills in a dynamic format. The course covers the why, what and how of relationship management. You'll learn through a variety of methods including:

- Mini lectures
- Video presentations
- Question and answer sessions
- Demonstrations by the trainer
- Practical group activities
- Individual planning activities

What past participants say about this course

"Perceptive facilitation, great insights. Eleanor understood the core issues affecting the team and responded to those"

"Packed with information, great ideas and lots of activities. Very worthwhile. Shows how we can make our relationships more successful"

"Very interactive, engaging and relevant content. Relates well back to everyday personal and professional experiences"

Book Building Positive Work Relationships for delivery at YOUR workplace now.