AMA2235 Building Better Work Relationships: New Techniques for Results-oriented Communication Training

Duration: **2 Day**

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Learn new techniques for results-oriented communication and why successful work relationships help build successful careers.

In today's volatile and challenging business environment, you have to build successful work relationships and interact with people in a positive way to achieve your organizational goals. Now, discover the basic competencies critical to solid work relationships-and career success.

The first step in building better work relationships is to become aware of the differences among people and to be willing to accept these differences as a positive force within an organization. And it all starts with you. This seminar will prepare you to create better work relationships by becoming a "conscious communicator." You'll return to work better able to build constructive and beneficial work relationships by learning how to analyze situations and consciously select and use productive communication strategies.

How You Will Benefit

- Build better rapport and gain the trust of your colleagues
- Discover the basic competencies critical to solid work relationships
- Develop flexibility in actions, thoughts, and feelings to better handle any situation
- Avoid mistakes and conflicts that may result from misinterpreting others or ineffective listening
- Influence and motivate others to first-rate performance
- Learn how to use direct and indirect messages accurately
- Build your self-esteem as you discover a new self-awareness
- Identify strengths, weaknesses, and opportunities in your work relationships
- Gain an understanding of values, beliefs, attitudes, and perceptual processes
- Gain an understanding of emotions and how they translate into emotional intelligence
- Master the keys to excellent communication: observe, listen, analyze, plan, and communicate

Who Should Attend?

People who want to build better work relationships, maximize impact, increase productivity, and drive results by applying effective communication and relationship management.

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What You Will Learn

- How to build rapport and achieve trust
- Fundamental competencies needed to achieve solid work relationships
- Flexibility in actions, thoughts, and feelings to better handle any situation
- Personal and professional responsibilities in communicating effectively with others
- Short- and long-term implications of communication as a cycle of continuous responses that create "relationship residue"
- How to avoid communication mistakes such as misinterpreting others or ineffective listening
- How to use communication and thinking style preferences of others to influence and motivate them to first-rate performance
- Define productive relationships in terms of achieving workable compromise and strategic interdependence
- Strengths, weaknesses, and opportunities in your workplace relationships
- How values, beliefs, attitudes, and perceptual processes impact workplace-specific trust and respect
- How understanding emotions translates into workplace emotional intelligence
- Ways to be a more effective team member and leader by using polished and conscious communication
- Keys to excellent communication: observe, listen, analyze, plan, and communicate

Training Outline

1. **Effective Workplace Relationships**
   - Behaviors that support or undermine effective workplace relationships
   - Assess personal uses of behaviors that support or undermine effective relationships with important people and groups at work
2. **Communication and Perceptions**
   - Personal and professional responsibilities in communicating effectively with others by becoming a "conscious communicator"
   - Evaluate a model of communication in order to be conscious of the direct correlation between effective communication and strong work relationships
   - Behaviors that erode trust and how they can be avoided
   - Short- and long-term implications of communication as a cycle of continuous responses that create "relationship residue"
   - Use rapport building as a tool to improve relationships
3. **Investigating Emotions and Emotional Intelligence**
   - Apply a broader definition of intelligence
   - Redefine yourself and others using a multiple intelligence model
   - Relationships between emotional intelligence, world view, perception, and effective relational-communication behaviors
   - Analyze and identify strategies to improve work relationships by applying emotional intelligence
4. **Building Better Relationships with Ourselves and Others**
   - Evaluate the impact of world view, perception, and emotional intelligence on self-concept, self-esteem, and self-awareness
   - Impact of self-perception on our interactions with others
   - Concepts of self-fulfilling prophecy in the workplace
   - Your particular social/communication style-how you most often relate
5. **Relationship Building**

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- Behaviors that build trust and how they can be used to build effective workplace relationships
- Use of assumptions in explaining and predicting others' behaviors and reactions
- Apply conscious communication skills to assessing the situational trustworthiness of others
- Analyze, assess, and counteract people and situations that elicit or exhibit unproductive attitudes

6. **Expressing Needs Within Relationships**
   - Assess interpersonal influence choices using the "need to control" continuum
   - When and how to most effectively use assertive verbal and nonverbal behaviors
   - Apply insights gained through completing a SWOT profile to a personalized influence development plan
7. **Relational Communication**
   - Improve your communication style with others who have different styles, therefore building more meaningful and productive relationships
   - Assess and sharpen verbal and nonverbal behaviors and skills
   - Apply direct and indirect messages in order to flex communication to meet varying goals
   - Utilize feedback and questioning skills to better understand others and their relationship needs
8. **Relational Listening**
   - Listening barriers and their impact on development of effective workplace relationships
   - Ask good questions and use paraphrasing to improve listening skills and relationships
   - Apply active and reflective listening skills in specific types of workplace listening situations
   - Best practices for giving or seeking feedback
9. **Addressing Relational Change and Conflict**
   - Assess and adapt to changes in work relationships and the work environment
   - Conflict management strategies to fit specific relationships and situations
   - Synthesize skills addressed in the program and systematically apply them in creating a comprehensive plan for assessing and resolving relational conflicts