



# effective working relationships

Increasingly, business environments demand greater capacity for personal responsibility and effective relationship management. These qualities require a basis of interpersonal self-confidence, and practised ability to treat others with integrity and dignity, no matter how they behave.

who

*Effective Working Relationships is a four day course, presented in two phases of two days, for people who:*

- ♦ currently communicate well and wish to be more strategic in communication
- ♦ wish to develop higher level communication skills to deal with challenging interpersonal situations
- ♦ need to maintain effective working relationships with a wide range of colleagues, supervisors and direct reports
- ♦ wish to develop ways of dealing with workplace conflict that preserve integrity and treat self and others with respect
- ♦ desire to lead and influence others in an ethical, transparent and respectful manner
- ♦ wish to improve their ability to effectively advocate for self in the workplace.

how

*The course is designed to be a highly active and interactive learning experience. It asks you to:*

- ♦ examine your current communication behaviour and how this has been learned
- ♦ examine your beliefs and behaviour in relation to conflict
- ♦ analyse a range of contemporary communication concepts and frameworks
- ♦ actively participate in skill practise situations and simulations
- ♦ observe and be observed by others, offer and accept productive feedback
- ♦ take responsibility for adapting ideas and planning for use in the workplace setting
- ♦ be positive
- ♦ have fun!

# what

*You will learn:*

- ♦ to identify four key causes of communication break-down
- ♦ to accurately judge which communication strategies to use in a given situation
- ♦ how to present yourself confidently and establish relationships with new people
- ♦ how to say 'No' so that people listen
- ♦ how to express your wishes and advocate for your needs and maintain relationships
- ♦ how to set limits and maintain the relationship when the behaviour of others impacts on you negatively
- ♦ how to listen so that others will talk about their perspectives and needs
- ♦ how to give effective developmental feedback
- ♦ how to analyse, understand, and learn to work productively with workplace conflict
- ♦ how to productively request a change of workplace behaviour
- ♦ how to respond to criticism, anger and hostility
- ♦ how to use basic mediation skills.

# outcomes

*As a result of this course you should be able to:*

- ♦ identify patterns and preferences in your own communication behaviour
- ♦ understand and anticipate barriers to effective communication
- ♦ use four key guidelines to determine the effectiveness of any given communication approach
- ♦ select from four skill-sets for presenting yourself when meeting new people
- ♦ understand how to judge who owns the problem when communication difficulties occur
- ♦ understand the skill-set for saying 'No' effectively and setting limits on the behaviour of others
- ♦ be able to keep your listening behaviour strategic by using a highly effective listening framework
- ♦ use three key strategies to give effective feedback
- ♦ use the DENO framework to request changes in workplace behaviour
- ♦ anticipate and deal strategically with defensive workplace behaviours
- ♦ identify your own attitudes and beliefs in relation to workplace conflict
- ♦ use a range of strategies to productively analyse and manage workplace conflict
- ♦ mediate in low level workplace disputes
- ♦ identify areas of personal strength and need.

*and you will have:*

- ♦ practised and assessed your competence with all skill-sets
- ♦ some do-able action steps for workplace implementation and experimentation.