



# relationship management

Techniques and technology are important.  
But building relationships is the issue of the decade.

John P Kotter

## who

*This course is of value to people who:*

- ♦ wish to focus on the skills and processes necessary to develop and maintain very high quality relationships
- ♦ require skills to repair and rebuild relationships.

## how

*This course is a fast-paced and stimulating blend of theory and practice. It Includes:*

- ♦ mini presentations on key theory and working frameworks
- ♦ small group discussion and activities
- ♦ analysis of own capacities
- ♦ personal reflection and action planning.

## what

*Course content comprises of:*

- ♦ current trends and research regarding the role of relationship management in the modern working environment
- ♦ how to use high level listening skills to build relationships
- ♦ skills of advocacy and enquiry as key relationship building components
- ♦ equity theory as a framework for maintaining relationships
- ♦ principles of effective persuasion
- ♦ approaches for dealing with value differences
- ♦ empathising skills and principles.