

Academy of Training

Managing Working Relationships Successfully

Overview

To be successful and respected in our chosen career, it is increasingly important that we are able to build and maintain positive working relationships not only with the people with whom we work but also with those who use our services and business associates.

To do so effectively requires many skills. We must be able to deal with all types of personalities and relate to a variety of people with opinions, values and temperaments all different to our own. We must also be aware of the effect of our own behaviour on our working relationships and be prepared to be flexible in our dealings with others to the extent of adapting our own style where necessary.

Objective

The objective of this workshop is to assist staff in developing all the key skills for building and maintaining positive working relationships with others so that they are better equipped to work collaboratively with others as well as being able to handle the more challenging interpersonal situations and relationships which form part of everyday business life.

Content

Topics covered in the programme include:

- Key habits and behaviours for successful working relationships
- Understanding the power of attitude and behaviour
- Working with different personalities and social styles of behaviour
- Assessing the impact of our own behaviour
- Understanding roadblocks in communication and how to avoid them
- Verbal and non-verbal communication
- Getting our message across effectively
- Ways to raise difficult issues and resolve differences constructively
- Listening to and assimilating another's viewpoint
- Expressing opposing points of view and conveying negative information to others effectively
- Handling criticism, opposition and negative feedback
- Minimising and handling conflict in the workplace
- Managing competing requests without damaging working relationships
- Negotiation and influencing skills for successful workplace outcomes
- Being an energy charger rather than an energy drainer.

Resultant Benefits

On completion of the workshop, participants will understand the power of behaviour and have the flexibility and skills to adapt their own behaviour to promote successful working relationships. They will be able listen to and assimilate the viewpoints of others and convey differing opinions and negative information constructively. They will also be able to handle criticism and use negotiation and influencing skills to enhance interpersonal relationships.

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