

Academy of Training

Relationship Management : Building Bridges - Not Barriers

Overview

The ability to build and maintain positive relationships with others is one of the key elements for success both personally and professionally. However, to do so requires insight, skill and, most importantly, a commitment to do everything we can to make our relationships with others as positive as possible by eliminating the negative.

This programme examines ways of building and maintaining those relationships, especially in times of difficulty or stress. It also looks at how to build valuable networks which may assist us in the future and how we can impact these both positively and negatively according to our own behaviour and attitude.

Objective

The objective of this two-day workshop is to assist managers, team leaders and other staff in developing key skills for building and maintaining positive relations with others.

Content

Topics covered in the programme include:

- Building bridges, not barriers – an overview
- The power of attitude and behaviour
- Working with people whose personalities, values and styles of behaviour are different to our own
- Assessing the impact of our own behaviour
- Barriers to effective relations with others and how to avoid them
- The point of choice
- Ways of resolving differences constructively
- Communicating to avoid road blocks in relationships
- Listening to and assimilating another's viewpoint
- Conveying negative information to others constructively
- Handling criticism, opposition and negative feedback
- Minimising and handling conflict effectively
- Building networks for the future.

Resultant Benefits

On completion of the workshop, participants will understand the power of attitude and behaviour and the role they play in promoting positive relationships with others.

They will also be able to recognise common barriers to effective relationships with others and will have learnt key skills to overcome these. They will also have learnt

how to avoid road blocks in relationships with others as well as techniques for building networks to assist them in the future. www.academyoftraining.co.nz