



# Build Strong Work Relationships

## Course Description

In today's unpredictable and challenging business environment, employees must build successful work relationships and interact with people in a positive way in order to achieve their company's organizational goals. In this workshop, we explore and leverage basic competencies that are critical to solid work relationships and career success.

## Outcomes:

- Consciously adopt positive relationship-building behaviors and avoid destructive ones
- Understand the role of personal bias, assumptions, and world views, and mitigate their effect on relationship-building
- Use advanced relational communication skills to better uncover and understand others' needs
- Address conflict assertively and professionally to keep the relationship intact

## Module 1: Make Relationship Building Part of Your Job Description

### Effective Work Relationships

- Behaviors that build and damage relationships
- Work Relationship Assessment

### Communications, Perceptions and Relationship-Building

- The Body Language of Listening
- Mirroring to Build Rapport
- Paraphrasing to Confirm Understanding
- Questioning Techniques to Find Out More

## Module 2: Solve Conflict Through Communication

### Relational Communication & Listening

- Identify Dominant Communication style
- Sharpen verbal and non-verbal behaviors & skills
- Feedback and Questioning for better understanding
- Interpersonal Needs Assessment

### Address Change and Conflict

- Assess personal Conflict Resolution Style
- Interpretation and Application
- Assertive Communication Script
- Conflict Resolution Plan