

Building Successful Work Relationships 3 Days

In this course, students will learn how to build co-operative trust-based relationships that enable them to work productively with other professionals, clearly communicating and respectfully harnessing their distinctive contributions.

Learning Objectives

After completing this course, students will know how to:

- Describe the importance of effective work relationships
- Demonstrate professionalism through your behavior
- Identify the interdependencies between you and your colleagues
- Communicate effectively to create rapport and connect with others
- Build and maintain your network of professional relationships
- Use quality dialogue to focus discussion toward mutual outcomes
- Develop collaborative working relationships that achieve results

COURSE OUTLINE

1 - THE IMPORTANCE OF WORK RELATIONSHIPS

- Supporting Effective Teamwork
- Understanding the Value of Relationships

2 - INTERPERSONAL DYNAMICS

- Working with Ego States
- Being Effectively Assertive

3 - DEMONSTRATING PROFESSIONAL BEHAVIOR

- Developing Professionalism
- Valuing Respect, Reliability, and Results
- Comparing Attitude, Action, and Effect

4 - MAPPING YOUR WORK NETWORK

- Identifying Interdependencies
- Focusing on Purpose

5 - BRIDGING WORK STYLES

- Identifying and Accepting Differences
- Adapting to Different Work Styles

6 - BUILDING YOUR NETWORK

- Appreciating Needs and Values
- Managing Your Network and Your Reputation

7 - COLLABORATING FOR SUCCESS

- Fostering Collaboration
- Creating a Working Agreement
- Contributing to a Collaborative Culture