



Effective Workplace Relationships™

Increase your value by developing truly collaborative, trust-based relationships with colleagues and stakeholders

(Two-Day Workshop)

The ability to develop effective, trust-based relationships with colleagues and other stakeholders is highly valued by organizations, as they recognize that relationships underpin lasting business success.

This workshop shows you how to become a valuable commodity in your organization by treating each of your colleagues as unique, and adapting your approach to earn genuine trust and respect. It delivers “in-the-moment” skills to enable you to interact credibly and with maximum impact at all hierarchical levels.

WORKSHOP MATERIALS

Every participant receives a bound 123-page workbook, which has been designed to enable you to practice with all the tools in the context of your own high-priority business relationships.

www.mdctraining.ca

CORE PROGRAM

Adopting A Mindset Which Earns Trust

- Learn how to confidently demonstrate your value to colleagues and bosses
- Build rapport and trust at all hierarchical levels

How Colleagues Really See You

- Understand your behaviour and its impact on workplace relationships
- Complete a behavioural profile which identifies 8 key domains relevant to relationship-building
- Learn to recognize and easily adapt to the behaviour of your colleagues and stakeholders

Making The Right First Impression

- Learn a simple technique to build genuine rapport and credibility in the first 30 seconds of a meeting or phone call.

Driving Positive Conversations

- Uncover stakeholders’ needs and concerns through effective questions.
- Learn how to demonstrate that you are listening carefully, without evaluating their ideas or feelings

Power and Influence

- Learn the most valuable form of personal power
- Consider the effect of roles in the relationship-building process
- Develop relationships with people of high power and high influence

Understanding And Improving Your Business Relationships

- Analyse your business relationships and learn how to make them work
- Learn strategies to repair damaged relationships
- Recognize the difference between relationship capital and social capital

The Value Of Collaboration in meetings and teams

- Develop credibility and trust by recording the right information at your meetings
- Adopt a side-by-side approach to solution-finding
- Empower and motivate others by sharing control in the communication process

Moving To A Higher Level

- Use special questions to remove barriers to solution-finding, and to determine value in a solution.
- Help others see the causes of their challenges when they can only see symptoms.

Maintaining The Relationship

- Adopt an email strategy which demonstrates your value.
- Learn how to maintain relationships between meetings

Defeating Workplace Silos

- Develop the mindset that ensures open and engaging conversations.
- Achieve mutually agreed outcomes in an environment of sharing, collaboration and trust.

See www.mdctraining.ca for public dates, location and registration fees.

Also available in-company for groups.

In partnership with IOWEU International Building Relationship Capital