

Developing stronger working relationships

Duration:

One day

Objective

In today's volatile and challenging business environment, you have to build successful work relationships and interact with people in a positive way to achieve your organizational goals. Now, discover the basic competencies critical to solid work relationships — and career success.

The first step in building better work relationships is to become aware of the differences among people — and to be willing to accept these differences as a positive force within an organization. And it all starts with you.

This seminar will prepare you to create better work relationships by becoming a “conscious communicator.” You'll return to work better able to build constructive and beneficial work relationships both within your own team and inter-departmentally, by learning how to analyze situations and consciously select and use productive communication strategies.

Contents

This course will provide delegates with structured training on:

- Effective Work Relationships
- Communication and Perceptions
- Investigating Emotions and Emotional Intelligence
- Building Better Relationships with Ourselves and Others
- Relationship Building
- Express Needs Within Work Relationships
- Relational Communication
- Relational Listening
- Addressing Relational Change and Conflict

And also includes;

- Group discussions
- Exercises and games to establish existing skills
- Areas for development

Who should attend

Directors, managers, team leaders, supervisors and anyone else interested in better understanding the complex nature of how effective and successful teams work together.

Course benefits

- Understand the role of team leaders and the behaviours necessary to encourage empowerment and instil belief
- Gain experience in problem solving and making decisions
- Improve team-work and relationships with other members of the team
- Explore the methods available for reviewing and measuring team performance
- Develop personal coaching skills
- Understand group dynamics

Additional information

Adelaide House
Hawthorn Business Park
1 Falcon Road
Belfast, BT12 6SJ

T: 028 9043 9624
F: 028 9023 0410
E: enquiries@cosensa.co.uk
w: www.cosensa.co.uk

Delegates will be invited to discuss how to appreciate the benefits of an effective team;
Discover what their 'Team Role' is;
How to give and receive constructive criticism;
How to remain an individual and contribute constructively to the project.

Certificates

All delegates who successfully complete this course will receive a certificate of attendance.

Trainers background

The trainer for this course has extensive experience in design and delivery of assertiveness skills training. They have been successfully delivering training to both public and private sector organisations for over fourteen years and have recently returned to Cosensa after spending two years leading Training Development & Consultancy work for one of the world's largest Management Consultancies.