

Managing Relationships at Work

A one day programme designed to help managers improve relationships and deal more confidently with difficult situations and conflict.

Suitable for:

All managers and team leaders

Objectives

- Understand and adjust their own style of communication
- Look at different methods of communication
- Build and maintain rapport - key to successful relationships with colleagues and team members
- Improve relationships at work

Programme:

- Why conflict occurs
- Communication styles
- Choosing language patterns
- Interpreting body language
- Dealing with information
- Recognising key motivators
- How we make our decisions
- Building rapport
- Belief and behaviour
- Behavioural flexibility
- Group work on improving relationships

Duration:

One day