

Communicating and Influencing to Strengthen Workplace Relationships



LEARNING OUTCOME

Participants of this workshop stand to realise the following benefits:

- Enhanced teamwork through improved workplace relationships;
- To apply rapport-building skills to earn the trust of fellow workers;
- Increase confidence in working effectively with co-workers, leveraging respective strengths for improved outcomes;
- Improved listening skills leading to a culture of greater empathy in the work group; and
- Confidence in managing conflict.

AUDIENCE

Everyone who has an interest in making a positive impact in their work environment and forming more effective and efficient teams.

COURSE CONTENT

The workshop will cover the following topics:

- ✓ The impact of workplace relationships on productivity and morale;
- ✓ The 5 critical elements of effective teams;
- ✓ How to synergise for success;
- ✓ Building rapport and earning trust;
- ✓ Active Listening and empathising with the “hidden” agenda;
- ✓ How to say “no” assertively and yet diplomatically;
- ✓ Practising the art of win-win or no deal in negotiations;
- ✓ Working effectively with different personalities;
- ✓ Effective conflict management; and
- ✓ Managing your perceptions of others.

COMPLETION

Issue of Certificate of Completion

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COURSE STRUCTURE

1 Day

- Face-to-Face, or
- Virtual delivery