

Building and Maintaining Positive Working Relationships

Course Summary

Description

This course is intended to assist individuals in recognizing their own communication styles and how their individual styles differ from the communication styles of others in the workplace. Additionally, participants learn how to improve their interpersonal skills and how to maintain relationships over time. Through interactive activities, self-assessments, and discussions, participants gain an awareness of their communication styles and learn strategies to resolve conflict and strategies for communicating effectively with those whose styles are unlike their own. Participants learn skills to communicate and listen effectively and maintain relationships through inspiring trust and giving and receiving feedback.

Objectives

After taking this course, students will be able to understand:

- Conflict sources, dynamics, and resolution
- A working knowledge of key conflict resolution strategies
- Seven step conflict resolution process
- The ALERT Difficult Conversational Process
- Emotional Intelligence concepts
- A working knowledge of question types and techniques

Topics

- Emotional intelligence
- Question Types
- Question Usages/Purposes
- Active Listening
- Listening Styles
- Visual, Auditory, and Kinesthetic Communications
- Building Rapport
- Problem Solving Listening Framework
- Body Language
- Conflict Concepts
- Conflict Strategies
- Quick Conflict Resolution Tips
- The Conflict Resolution Process
- Conversational Tips and Techniques
- Discussion Preparation
- The ALERT Conversation Process Overview

Audience

This course is designed to teach how to improve interpersonal skills and how to maintain relationships over time.

Prerequisites

There are no prerequisites for this course.

Duration

Two days

Building and Maintaining Positive Working Relationships

Course Outline

- I. Emotional intelligence**
 - A. Why EQ, not EI?
 - B. Self-Awareness and Self-Management
 - C. Social Awareness and Relationship Management
- II. Question Types**
 - A. Closed, Open and High Yield
- III. Question Usages/Purposes**
 - A. Accuracy, Clarification, Completeness, Relevance, etc.
- IV. Active Listening**
 - A. Traditional Topology
 - B. Caring Topology
- V. Listening Styles**
 - A. Action, Informational, etc.
- VI. Visual, Auditory, and Kinesthetic Communications**
 - A. Understanding of the three basic types
- VII. Building Rapport**
 - A. First impressions, barriers, techniques, etc.
- VIII. Problem Solving Listening Framework**
 - A. Person, Topic, Delivery, and Setting
- IX. Body Language**
 - A. Movements, postures, gestures, etc.
- X. Conflict Concepts**
 - A. The Typology of Conflict
 - B. Types of Conflict
 - C. The Conflict Spiral
 - D. ERIC, VASE and Special Question Types
- XI. Conflict Strategies**
 - A. Rationale and Action
 - B. Collaboration vs. Compromising
- XII. Quick Conflict Resolution Tips**
 - A. Techniques to Establish Positive Dialog
 - B. Defining a Workable Solution
 - C. Dealing with and Defusing High Emotions
- XIII. The Conflict Resolution Process**
 - A. Seven-step process Moving from Defining Issues Through Resolution
 - B. Ways to Prevent Future Conflicts
- XIV. Conversational Tips and Techniques**
 - A. General Ground Rules
 - B. Constructive Feedback
 - C. Question Restatement
 - D. Addressing Employee Responses
 - E. Action / Reaction(s)
 - F. When to say "No"
 - G. How to say "No"
 - H. Use and Observation of Body Language
 - I. Value of Storytelling
- XV. Discussion Preparation**
 - A. Defining Your Goals, Risks and Results
 - B. Time, Location and Venue
 - C. Orchestrating the Listening Framework
- XVI. The ALERT Conversation Process Overview**
 - A. A: Ask and Acknowledge
 - B. L: Listen and Learn
 - C. E: Empathize and Evaluate
 - D. R: Resolve and Relax
 - E. T: Track and Talk