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## Building Successful Working Relationships – Programme Overview

### Target Audience

The programme is designed for team leaders/supervisors or individual employees interested in personal development.

### Purpose

To help participants increase their self-confidence and versatility in relationships in order to communicate with others in a way that is positive and influential.

### Outcomes

Delegates will be able to: -

- Learn how to create a positive impression
- Manage emotions and feelings to appear more confident in challenging situations
- Learn how to negotiate and persuade with integrity
- Identify and know when to use assertive or responsive behaviour
- Handle disagreements constructively
- Work more effectively with people perceived as 'difficult'.

### Content

- Agreement of individual requirements and objectives
- Establishing individual communication and conflict handling styles
- Exploration of the principle requirements for 'successful' relationships:
  - How to win trust and keep it
  - Communication and involvement
  - How to give and receive feedback well
- Understanding personality types and associated behaviours:
  - Building self awareness and understanding own impact upon others
  - Dealing with difference
- Dealing with the emotional content of a conversation:
  - Facing up to problems quickly and constructively
  - Taking care of feelings (own and those of others)
  - Defusing anger and aggression
- Exploring and negotiating differences without losing trust
- Practicing the skills
- Planning to make changes.

### Support

Delegates may make use of a free and confidential telephone advice line to help in the application of their learning.

### Duration

Two days (separated by one week) from 0930 – 1630.