

Business Learning



Building Relationships & Promoting Positive Interpersonal Communication

Description of Course

In business today it is imperative that our people are motivated and willing to give 100 percent commitment. This will only happen if a good positive working relationship exists. This course looks at how to effectively build relationships by analysing some of the difficult personalities we may encounter and learning how to overcome the barriers that may exist. Participants will also learn how assertiveness impacts on relationships and discover why trust is a crucial element and a foundation to any meaningful relationship.

Course Objectives

By the end of this course delegates will be able to:

- Identify how barriers to building relationships can be overcome by recognising attitude and behaviours in themselves and others
- Explain the importance of trust in a relationship and identify methods of developing trust
- Recognise the difference between assertive, aggressive and passive behaviours and how these impact on relationships

Duration of Course

1 day

Course Outline

What is a relationship? - Determining what a relationship is and discussing methods of overcoming barriers in building relationships.

Transactional Analysis - Introducing transactional analysis and examining how our behaviours trigger behaviours in others and vice versa.

Betari's Box - The link between attitude and behaviour in communication and how a circle of negativity can easily form...or, break the link and make it positive!

The OK Corral - Giving relationships the best chance of succeeding by exploring personal feelings and considering others

Building Trust - Examining how trust plays a major part in building and maintaining relationships and where opportunities exist to build trust. How to build trust and what approach is needed to make a relationship work.

Using Assertive Behaviour - Studying how assertive behaviour impacts on building relationships and identifying the difference between assertive, aggressive and passive behaviour.