Your employee is interested in learning new skills with AMA. Beyond helping you both achieve your goals, here’s why that’s an excellent idea.

**AMA Seminars offer your employee:**

- **Extensive practice in a supportive environment.** You really can’t learn new skills from an app. You need to experience it, practice it, and get personal attention to the details that make a difference. There is simply no substitute for learning by doing.

- **Feedback from experts.** Our instructors are not professors—they are practitioners in the field, focused on what works now in the real world. Participants agree instructors make a difference and have rated our faculty 4.83 out of 5 stars. What’s more, your employee will be learning alongside peers from other organizations gaining insight and knowledge from other industries and expanding their professional network.

- **Tools and techniques designed to improve performance.** Our courses are instructionally designed to make a difference in performance, which is why 99% of participants report they are using what they learned back on the job after taking one of our courses.

- **An Experience.** Yes, we know two or three days seems like a lot. But dedicating that time to truly master new skills is worth the time and money. And we’re not just saying that--our customers agree: 98% of participants would come back for another course.

Still feel like you can’t spare your employee for a training session? Take a look at our live online courses which minimize time away from work.

Either way, remember that we don’t lecture—we accelerate performance.

**Need help? Contact 1-877-566-9441 or visit www.amanet.org/2235**
Building Better Work Relationships: New Techniques for Results-Oriented Communication

Build a more successful career by making your work relationships more successful.

Discover the competencies critical to solid work relationships and become more accepting of the differences between people. Learn to use these differences as a positive force within your organization. This live online seminar will also help you become more skilled at analyzing situations and selecting the most productive communication strategies to use.

How You Will Benefit

- Build better rapport and gain the trust of your colleagues
- Discover the basic competencies critical to solid work relationships
- Develop flexibility in actions, thoughts and feelings to better handle any situation
- Avoid mistakes and conflicts that may result from misinterpreting others or ineffective listening
- Influence and motivate others to first-rate performance
- Learn how to use direct and indirect messages accurately
- Build your self-esteem as you discover a new self-awareness
- Identify strengths, weaknesses and opportunities in your work relationships
- Understand values, beliefs, attitudes and perceptual processes
- Understand emotions and how they translate into emotional intelligence
- Master the keys to excellent communication: observe, listen, analyze, plan, communicate

What You Will Cover

Four 3-hour lessons over a 4-week period.

LESSON ONE
Effective Relationships and the Role of Communication

- Identify behaviors that support or undermine effective workplace relationships
- How to communicate effectively with others by becoming a “conscious communicator”
- Use rapport building as a tool to improve relationships

LESSON TWO
The Importance of Knowing Yourself for Building Relationships
The importance of Knowing Yourself for Building Relationships

- Connections among emotional intelligence, worldview, perception, and effective relational-communication behaviors
- Identify strategies to improve work relationships using emotional intelligence
- Describe the impact of self-perception on interactions with others
- Describe your social/communication style
- Identify behaviors that erode and build trust
- People and situations that elicit unproductive attitudes

LESSON THREE
Best Practices for Building Relationships

- Use assertive verbal and nonverbal behaviors to build rapport and influence others
- Apply direct and indirect messages to flex communication to meet varying goals
- Utilize feedback and questioning skills to better understand others and their relationship Needs
- Identify listening barriers and their impact on development of effective workplace relationships

LESSON FOUR
Skills for Building Relationships

- Ask good questions and paraphrase to improve listening skills and relationships
- Apply active and reflective listening skills
- Giving or seeking feedback
- Identify conflict management strategies to fit specific situations

Who Should Attend
Anyone who wants to build better work relationships, maximize impact, increase productivity and drive results by applying effective communication and relationship management.

Schedule

- [4] days - $2,345 Non Members
- [4] days - $2,095 AMA Members
- [4] days - $1,984 GSA

Credits

Credits
18 PDU/L/18 PDCs/18 PDU
21 CPE /1.8 CEU