

BUILDING BETTER WORK RELATIONSHIPS: NEW TECHNIQUES FOR RESULTS-ORIENTED COMMUNICATION

Learn why successful work relationships help build successful careers!

Seminar #2235

Overview

In today's volatile and challenging business environment, you have to build successful work relationships and interact with people in a positive way to achieve your organizational goals. Now, discover the basic competencies critical to solid work relationships—and career success.

The first step in building better work relationships is to become aware of the differences among people—and to be willing to accept these differences as a positive force within an organization. And it all starts with you. This seminar will prepare you to create better work relationships by becoming a "conscious communicator." You'll return to work better able to build constructive and beneficial work relationships by learning how to analyze situations and consciously select and use productive communication strategies.

Schedule

- [3] days
- [3] days - **\$2,345** Non Members
- [3] days - **\$2,095** AMA Members
- [3] days - **\$1,794** GSA

Credits

1.8 CEU /18 PDU

Schedule

We have 52 scheduled sessions located nationwide starting between 6/6/2012 - 2/20/2013

Date	Location	Duration
Jun 6, 2012 - Jun 8, 2012	Arlington/Washington DC, DC	3 Days
Jun 11, 2012 - Jun 13, 2012	San Francisco, CA	3 Days
Jun 18, 2012 - Jun 20, 2012	Chicago, IL	3 Days
Jun 20, 2012 - Jun 22, 2012	Atlanta, GA	3 Days
Jun 27, 2012 - Jun 29, 2012	Las Vegas, NV	3 Days
Jun 27, 2012 - Jun 29, 2012	New York, NY	3 Days
Jul 9, 2012 - Jul 11, 2012	Hilton Head Is, SC	3 Days
Jul 11, 2012 - Jul 13, 2012	San Francisco, CA	3 Days
Jul 11, 2012 - Jul 13, 2012	Philadelphia, PA	3 Days
Jul 16, 2012 - Jul 18, 2012	Chicago, IL	3 Days
Jul 16, 2012 - Jul 18, 2012	New York, NY	3 Days
Jul 18, 2012 - Jul 20, 2012	Arlington/Washington DC, DC	3 Days
Jul 23, 2012 - Jul 25, 2012	Dallas, TX	3 Days
Aug 6, 2012 - Aug 8, 2012	Arlington/Washington DC, DC	3 Days
Aug 13, 2012 - Aug 15, 2012	Chicago, IL	3 Days
Aug 15, 2012 - Aug 17, 2012	New York, NY	3 Days
Aug 20, 2012 - Aug 22, 2012	Boston, MA	3 Days
Aug 22, 2012 - Aug 24, 2012	San Francisco, CA	3 Days
Sep 5, 2012 - Sep 7, 2012	Arlington/Washington DC, DC	3 Days
Sep 10, 2012 - Sep 12, 2012	Chicago, IL	3 Days
Sep 12, 2012 - Sep 14, 2012	Denver, CO	3 Days
Sep 19, 2012 - Sep 21, 2012	New York, NY	3 Days
Sep 24, 2012 - Sep 26, 2012	San Diego, CA	3 Days
Sep 24, 2012 - Sep 26, 2012	Cincinnati, OH	3 Days
Oct 1, 2012 - Oct 3, 2012	San Francisco, CA	3 Days
Oct 8, 2012 - Oct 10, 2012	Arlington/Washington DC, DC	3 Days
Oct 10, 2012 - Oct 12, 2012	New York, NY	3 Days
Oct 15, 2012 - Oct 17, 2012	Chicago, IL	3 Days
Oct 17, 2012 - Oct 19, 2012	Albany, NY	3 Days
Oct 24, 2012 - Oct 26, 2012	Atlanta, GA	3 Days
Oct 24, 2012 - Oct 26, 2012	Houston, TX	3 Days
Oct 31, 2012 - Nov 2, 2012	Arlington/Washington DC, DC	3 Days
Oct 31, 2012 - Nov 2, 2012	Newport Beach, CA	3 Days
Nov 5, 2012 - Nov 7, 2012	Indianapolis, IN	3 Days
Nov 7, 2012 - Nov 9, 2012	New York, NY	3 Days
Nov 12, 2012 - Nov 14, 2012	Chicago, IL	3 Days
Nov 26, 2012 - Nov 28, 2012	San Francisco, CA	3 Days
Dec 3, 2012 - Dec 5, 2012	Dallas, TX	3 Days
Dec 3, 2012 - Dec 5, 2012	New York, NY	3 Days
Dec 10, 2012 - Dec 12, 2012	Arlington/Washington DC, DC	3 Days
Dec 10, 2012 - Dec 12, 2012	Chicago, IL	3 Days
Dec 12, 2012 - Dec 14, 2012	Philadelphia, PA	3 Days
Dec 12, 2012 - Dec 14, 2012	New Orleans, LA	3 Days
Jan 7, 2013 - Jan 9, 2013	New York, NY	3 Days
Jan 16, 2013 - Jan 18, 2013	San Francisco, CA	3 Days
Jan 23, 2013 - Jan 25, 2013	Arlington/Washington DC, DC	3 Days
Jan 23, 2013 - Jan 25, 2013	Chicago, IL	3 Days
Jan 30, 2013 - Feb 1, 2013	Atlanta, GA	3 Days
Feb 4, 2013 - Feb 6, 2013	Chicago, IL	3 Days
Feb 13, 2013 - Feb 15, 2013	New York, NY	3 Days
Feb 20, 2013 - Feb 22, 2013	San Francisco, CA	3 Days
Feb 20, 2013 - Feb 22, 2013	Arlington/Washington DC, VA	3 Days

Registering more than 4 people, please call 1-877-566-9441.

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

Effective Work Relationships

- How do you build work relationships
- Behaviors that support or undermine these relationships
- Assessing your relationships

Communication and Perceptions

- What is world view?
- World view, perception and work relationships
- Trust busters and how to fix them
- The five axioms of conscious communication
- Mirroring and rapport

Investigating Emotions and Emotional Intelligence

- Social intelligence and multiple intelligences
- Assessing your multiple intelligences
- Five domains of emotional intelligence
- Improving work relationships through emotional intelligence

Building Better Relationships with Ourselves and Others

- Perception, world view, emotional intelligence—and you
- Self-awareness, self-esteem and self-concept
- Case study to understand your styles—and how to flex them

Relationship Building

- Managing assumptions in order to build trusting work relationships
- Consciously building trust at work
- Developing and showing a positive attitude
- Case studies on how to eliminate the “attitude virus”

Express Needs Within Work Relationships

- Expressing needs and influencing others
- Performing an interpersonal needs inventory
- The shape and sound of assertiveness
- Completing an influential SWOT (Strengths, Weaknesses, Opportunities, Threats) Profile

Relational Communication

- Identifying your communication style: how you relate most often
- Sharpening verbal and nonverbal behaviors and skills
- Applying direct and indirect messages for more flexible communication
- Using feedback and questioning skills to better understand others

Relational Listening

- Listening barriers and their impact on effective work relationships
- A listening improvement map
- Improving listening by asking good questions
- Applying active and reflective listening skills in various situations
- Best practices for giving or seeking feedback

Addressing Relational Change and Conflict

- Practicing relational change
- Addressing conflict
- Selecting your conflict-resolution style
- Planning to resolve conflicts assertively
- Resolving conflicts with work relationships in mind
- Developing and practicing a conflict-resolution plan

Who Should Attend

This workshop is designed for people who want to build better work relationships, maximize impact, increase productivity and drive results by applying effective communication and relationship management.

Ways to Register

- [Register Online](#)
- Call 1-877-566-9441 for an AMA Training Consultant
- Email customerservice@amanet.org
- Fax [AMA Text Registration Form](#)
- Mail [AMA Text Registration Form](#)