

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](http://www.amanet.org/2235)

# Building Better Work Relationships: New Techniques for Results-Oriented Communication

## Learn why successful work relationships help build successful careers!

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.

## 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
- Learn behaviors that support or undermine your relationships
- Assessing your relationships

- Assessing your relationships

## **Communication and Perceptions**

- 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

## **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

## **Addressing Relational Change and Conflict**

- Practicing relational change
- Addressing conflict and relational change

- 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.

## Schedule

- [3] days - \$2,445 Non Members
- [3] days - \$2,195 AMA Members
- [3] days - \$2,079 GSA

## Credits

21 CPE /18 PDU /18 PDCs  
18 PDU\_L/1.8 CEU

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