

**American Management Association's
Building Better Work Relationships:
New Techniques for Results-Oriented Communication**

Learning Objectives

- Define the Fundamental Competencies Needed to Achieve Solid Work Relationships
- Identify the Strengths, Weaknesses, and Opportunities in Your Workplace Relationships
- Explain how Values, Beliefs, Attitudes, and Perceptions Impact the Establishment of Trust and Respect
- Describe the Role of Social, Multiple, and Emotional Intelligences in the Workplace
- Incorporate the Skills Needed for Effective Relational Communication

Effective Workplace Relationships

- Identify Behaviors That Help or Hinder Effective Workplace Relationships
- Assess Your Own Work Relationships and Areas in Which to Improve

Communication and Perception

- Define Worldview and Explain Its Impact on One's Perception of Events and Experiences
- Identify How to Communicate Effectively with Others by Becoming a "Conscious Communicator"
- Describe the Implications of Communication as a Cycle of Continuous Responses That Create "Relationship Residue"
- Use Rapport-Building as a Tool to Improve Relationships

Personal Perspectives in Relationships

- Describe Your Social/Communication Style Preferences
- Identify Strategies to Improve Work Relationships Using Emotional Intelligence
- Describe the Impact of Self-Perception on Interactions with Others

Building Trust

- Describe the Role That Trust Plays in Building Work Relationships
- Identify Behaviors That Erode Trust, and Those That Build Trust
- Analyze, Assess, and Counteract People or Situations That Elicit Unproductive Attitudes

Relational Communication

- Use Assertive Verbal and Nonverbal Behaviors to Build Rapport and Influence Others
- Apply Direct and Indirect Messages to Flex Communication to Meet Varying Goals
- Apply Feedback and Questioning Skills to Better Understand Others and Their Relationship Needs

Relational Listening

- Identify Listening Barriers and Their Impact on the Development of Effective Workplace Relationships
- Ask Good Questions and Paraphrase to Improve Listening Skills and Relationships
- Apply Active and Reflective Listening Skills in Specific Types of Workplace Listening Situations
- Apply Best Practices for Giving or Seeking Feedback

Relational Change and Conflict

- Use a Combination of Strategies for Managing Change, Easing Transitions, and Redefining Relationships
- Identify Conflict Management Strategies to Fit Specific Relationships and Situations