

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

Learning Objectives

- Define the fundamental competencies needed to achieve solid work relationships
- Identify 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 when building rapport and influencing 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