

## Building Successful Work Relationships

### Overview

In this course, students will learn how to build co-operative trust-based relationships that enable them to work productively with other professionals, clearly communicating and respectfully harnessing their distinctive contributions.

### Target Audience

Professionals desiring to improve working relationships and maximize cooperation and productivity.

### Course Objectives

- After completing this course, students will know how to:
- Describe the importance of effective work relationships
  - Demonstrate professionalism through your behavior
  - Identify the interdependencies between you and your colleagues
  - Communicate effectively to create rapport and connect with others
  - Build and maintain your network of professional relationships
  - Use quality dialogue to focus discussion toward mutual outcomes
  - Develop collaborative working relationships that achieve results

### Course Outline

#### 1 - The Importance of Work Relationships

Supporting Effective Teamwork  
 Understanding the Value of Relationships

#### 2 - Interpersonal Dynamics

Working with Ego States  
 Being Effectively Assertive

#### 3 - Demonstrating Professional Behavior

Developing Professionalism  
 Valuing Respect, Reliability, and Results  
 Comparing Attitude, Action, and Effect

[Register Online](#)

### Schedule

Class Length: 3 Days

G2R = "Guaranteed to Run" | OLL = "Online LIVE"  
 ILT = "Instructor-Led-Training"

02/02/22	9:00AM - 5:00PM	Reading, PA	OLL	\$2,250.00
02/02/22	9:00AM - 5:00PM	Allentown, PA	OLL	\$2,250.00
02/02/22	9:00AM - 5:00PM	Wilkes-Barre/Scranton, PA	OLL	\$2,250.00
03/28/22	9:00AM - 5:00PM	Wilkes-Barre/Scranton, PA	OLL	\$2,250.00
03/28/22	9:00AM - 5:00PM	Reading, PA	OLL	\$2,250.00
03/28/22	9:00AM - 5:00PM	Allentown, PA	OLL	\$2,250.00
06/20/22	9:00AM - 5:00PM	Wilkes-Barre/Scranton, PA	OLL	\$2,250.00
06/20/22	9:00AM - 5:00PM	Allentown, PA	OLL	\$2,250.00
06/20/22	9:00AM - 5:00PM	Reading, PA	OLL	\$2,250.00

#### **4 - Mapping Your Work Network**

Identifying Interdependencies  
Focusing on Purpose

#### **5 - Bridging Work Styles**

Identifying and Accepting Differences  
Adapting to Different Work Styles

#### **6 - Building Your Network**

Appreciating Needs and Values  
Managing Your Network and Your Reputation

#### **7 - Collaborating for Success**

Fostering Collaboration  
Creating a Working Agreement  
Contributing to a Collaborative Culture

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