

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

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
