



Building Successful Work Relationships

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.

Length Days: 3 | Length Hours: 24

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