

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

Learning Objectives

- Learn How to Build Rapport and Achieve Trust
- Develop Flexibility in Actions, Thoughts, and Feelings to Better Handle Any Situation
- Identify and Accept Personal and Professional Responsibilities in Communicating Effectively with Others
- Identify and Avoid Communication Mistakes Such as Misinterpreting Others or Ineffectively Listening
- Understand and Use Others' Communication and Thinking Style Preferences to Influence and Motivate Them to First-Rate Performance
- Define Productive Relationships in Terms of Achieving Workable Compromise and Strategic Interdependence
- Identify Strategies to Improve Work Relationships By Applying Emotional Intelligence
- Create Ways to Be a More Effective Team Member and Leader By Using Polished and Conscious Communication
- Master the Keys to Excellent Communication: Observe, Listen, Analyze, Plan, and Communicate

Effective Workplace Relationships

- Identify Behaviors That Support or Undermine Effective Workplace Relationships
- Assess Personal Uses of Behaviors That Support or Undermine Effective Relationships with Important People and Groups at Work

Communication and Perceptions

- Identify and Accept Personal and Professional Responsibilities in Communicating Effectively with Others By Becoming a "Conscious Communicator"
- Evaluate a Model of Communication in Order to Be Conscious of the Direct Correlation Between Effective Communication and Strong Work Relationships
- Identify Behaviors That Erode Trust and How They Can Be Avoided
- Recognize Short- and Long-Term Implications of Communication as a Cycle of Continuous Responses That Create "Relationship Residue"
- Use Rapport Building as a Tool to Improve Relationships

Investigating Emotions and Emotional Intelligence

- Apply a Broader Definition of Intelligence
- Redefine Yourself and Others Using a Multiple Intelligence Model
- Identify the Relationships Amongst Emotional Intelligence, World View, Perceptions, and Effective Relational-Communication Behaviors
- Analyze and Identify Strategies to Improve Work Relationships By Applying Emotional Intelligence

Building Better Relationships with Ourselves and Others

- Evaluate the Impact of World View, Perception, and Emotional Intelligence on Self-Concept, Self-Esteem, and Self-Awareness
- Identify the Impact of Self-Perception on Our Interactions with Others
- Explain and Apply the Concepts of Self-Fulfilling Prophecy in the Workplace
- Identify Your Particular Social/Communication Style—How You Most Often Relate

Relationship Building

- Identify Behaviors That Build Trust and How They Can Be Used to Build Effective Workplace Relationships
- Recognize and Manage the Use of Assumptions in Explaining and Predicting Others' Behaviors and Reactions
- Apply Conscious Communication Skills to Assess the Situational Trustworthiness of Others
- Analyze, Assess, and Counteract People and Situations That Elicit or Exhibit Unproductive Attitudes

Expressing Needs Within Relationships

- Assess Interpersonal Influence Choices Using the “Need to Control” Continuum
- Analyze When and How to Most Effectively Use Assertive Verbal and Nonverbal Behaviors
- Apply Insights Gained Through Completing a S.W.O.T. Profile to a Personalized Influence-Development Plan

Relational Communication

- Improve Your Communication with Others Who Have Different Styles, Therefore Building More Meaningful and Productive Relationships
- Assess and Sharpen Verbal and Nonverbal Behaviors and Skills
- Apply Direct and Indirect Messages in Order to Flex Communication to Meet Varying Goals
- Utilize Feedback and Questioning Skills to Better Understand Others and Their Relationship Needs

Relational Listening

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

Assessing Relational Change and Conflict

- Assess and Adapt to Changes in Work Relationships and the Work Environment
- Identify Conflict Management Strategies to Fit Specific Relationships and Situations
- Synthesize Skills Addressed in the Program and Systematically Apply Them in Creating a Comprehensive Plan for Assessing and Resolving Relational Conflicts