

**American Management Association's  
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
- Consider the Impact of Values, Beliefs, Attitudes, and Perceptions on Establishing Trust and Respect
- Recognize the Role of Multiple Intelligences in the Workplace

**LESSON ONE**

***Effective Relationships and the Role of Communication in Building Relationships***

- Identify Behaviors That Support or Undermine Effective Workplace Relationships
- 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

**LESSON TWO**

***The Importance of Knowing Yourself for Building Relationships***

- Explain the Connections Among Emotional Intelligence, Worldview, Perception, and Effective Relational-Communication Behaviors
- Identify Strategies to Improve Work Relationships Using Emotional Intelligence
- Describe the Impact of Self-Perception on Interactions with Others
- Describe Your Social/Communication Style
- Identify Behaviors That Erode Trust and Those That Build Trust
- Analyze, Assess, and Counteract People That Exhibit and Situations That Elicit Unproductive Attitudes

### ***LESSON THREE***

#### ***Best Practices and Skills for Building Relationships***

- Use Assertive Verbal and Nonverbal Behaviors to Build Rapport and Influence Others
- Apply Direct and Indirect Messages to Flex Communication to Meet Varying Goals
- Utilize Feedback and Questioning Skills to Better Understand Others and Their Relationship Needs
- Identify Listening Barriers and Their Impact on Development of Effective Workplace Relationships

### ***LESSON FOUR***

#### ***Best Practices and Skills for Building Relationships (cont'd)***

- 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
- Identify Conflict Management Strategies to Fit Specific Relationships and Situations