

WINNING THE WORKPLACE CHALLENGE

Building Better Workplace Relationships

WORKSHOP OVERVIEW:

Our Relationships are not neutral. This one day class will provide skills and understanding so that work will be more productive and enjoyable.

WHO SHOULD ATTEND?

Those who wish to make the work environment more efficient and friendly by learning effective skills and useful strategies.

OBJECTIVES:

Participants will:

1. Learn new techniques for results-oriented communication
2. Identify the 4 most common sources of conflict that damage all relationships
3. Recognize the problem behind the problem
4. Discover how expectations drive our life either in a positive or a negative direction
5. Learn a 3-step approach to delivering feedback that is specific, non-accusatory and gets results
6. Implement a 4-step strategy for calming yourself down when upset
7. Understand the important role appreciation has in the workplace

OUTLINE:

- I. Material Review
- II. Class Interaction
- III. Team Exercises

Three Fundamental Premises

- All people desire healthy, happy & safe relationships
- All people function better in a team environment
- Relationship quality is a matter of choice

LEF COMPETENCIES:

- Oral Communication
- Flexibility
- Interpersonal Skills
- Problem Solving
- Self-Direction

HRD078 – 0.6 CEU's

