

COMMUNICATION AND RELATIONSHIP IN THE WORKPLACE (CR/2D)

DURATION: 2 DAYS

TIME SCHEDULE

Time: 9:00am to 5:00pm

Lunch Break: 1:00pm to 2:00pm



INTRODUCTION

“To effectively communicate, we must realize that we are all different in the way we perceive the world and use this understanding as a guide to our communication with others.” - Anthony Robbins

If you have ever had a miscommunication in the new millennium, either verbal or digital, then you know that words and actions mean different things to different people. Everyday those differences in communication cost your business or organization a lot in terms of time, energy and money. Compounded with the communication methods and styles of the new generation, we are faced with endless situations where what we mean is not what is perceived, and what we perceive is not what was intended. Bridging those differences requires effective communication; the foundation for excellence in leadership, performance and management.

This unique 2-day, activity driven program teaches skills that boost personal productivity and relationship building through increased understanding and effective implementation of the communication process. By providing you with a rigorous training environment, your active participation in our program will enable you to apply and sustain your learning to a point of forming winning habits. You will have the ability to create the greatest positive impact when you are communicating at every given opportunity.

Communication And Relationships In The Workplace focuses on the following areas:

- Communication
- Conflict resolution
- Contribution
- Influence
- Relationship building

BENEFITS

After completing the training, you should be able to:

- Build relationships effectively
- Develop the power of perspective
- Improve your personal style of communicating

- Resolve conflicts professionally
- Understand and employ the communication process effectively

KEY CONTENT

Day 1:

MODULE 1 - OVERVIEW

- Context setting
- What is communication to you
- The Communication Staircase model
- Our worldview
- Barriers to communication

MODULE 2 – INTERPERSONAL COMMUNICATION

- Building credibility
- The 4 Quadrant Communication Model
- Identifying your personal style of communicating
- Developing your style towards effective relationship building
- Shifting into positive action

MODULE 3 – BEING EFFECTIVE IN COMMUNICATION

- Applying learning in the workplace and relationships
- What others say and do and what is important to them
- What we do more of when interacting with others
- What we avoid doing when interacting with others
- World café: Revealing our blind spots

MODULE 4 – OVERCOMING CHALLENGING SITUATIONS

- Bad News Bears
- Gossip Mongers
- Drama Kings and Queens
- Chicken Littles
- The Victims
- Bullies and Back-stabbers

Day 2:

MODULE 5 – THE PRINCIPLES OF INFLUENCE

- Reciprocity
- Scarcity
- Authority
- Consistency
- Liking
- Social proof

MODULE 6 – CONFLICT RESOLUTION

- The 4 dimensions of conflict: facts, methods, goals and values
- The red flag
- The white flag
- The yellow flag

- The blue flag

MODULE 7 – RELATIONSHIP MANAGEMENT

- Techniques in building rapport
- 4 levels of relationship experience
- The WOW factor
- Creating a relationship commitment contract
- Coaching performance

MODULE 8 – COACHING WISDOM

- Controlling vs empowering
- The art of feedback
- Using feedback to coach
- Recognition and acknowledgement
- The secret of a great communicator

AUDIENCE

Executives, supervisors, managers, team leaders, operations personnel, technical personnel, secretaries, front liners, customer service, receptionists, help-desk agents, administrators and everyone who has a stake in the organization's teamwork

METHODOLOGY

To change your direction, shift your thinking.

However long ago you learnt to ride a bicycle, it's likely an experience you've never forgotten. The skill remains with you today. When was your last corporate training program? How much of what was learnt is actively applied in your business today? Are all that remains the workshop manuals left on your shelf?

Our programs are initiatives that last. They encourage new ways of thinking. They open up ways to create extraordinary achievements. We believe individual behavior and attitude contribute significantly to the overall excellence of your organization. So we focus on what really matters.

Our unique methodology of combining experiential, instructional and discovery learning, and supported by modern coaching technology, creates powerful shifts in attitudes and behavior that will encourage sustainable change in your organization. These changes make an impact on results where it matters.

In our programs, you can expect an extensive use of case studies, debriefing, dyads, facilitated coaching, feedback, games and activities, group discussions, lectures, psychodramas, simulations, story-telling and structured instruments.