Pillar 1 — Transform Leaders

Workshops: Deepen Collaboration & Influencing

DC-WS-02 – Communicating and Influencing to Strengthen Workplace Relationships

Delivery Format

Live online or live in-person.

Who Should Attend?

General.

Duration

1 day.

Course Aim

The ability to synergise effectively is critical to a team's ability to deliver its outcomes. Whilst having a shared purpose and common values is essential, for a team to realise its full potential, diversity of experience and expertise, perspectives and ideas lend to optimal efficiencies and innovation.

However, managed poorly, diversity can result in destructive behaviour - team members second-guessing the others' motives, unhealthy conflict, diminished trust and self-confidence and a team focusing on self-preservation rather than solution optimisation.

The ability to strengthen relationships and to communicate and influence with empathy is an essential ingredient for effective collaboration. This course seeks to empower participants with such skills.

Benefits of Attending

Participants of this workshop stand to realise the following benefits:

- Enhanced teamwork through improved workplace relationships
- To apply rapport building skills to earn the trust of fellow workers
- Increase confidence in working effectively with co-workers, leveraging respective strengths for improved outcomes
- Improved listening skills leading to a culture of greater empathy in the work group
- Confidence in managing conflict.

What It Covers

The workshop will cover the following topics:

- The impact of workplace relationships on productivity and morale
- The 5 critical elements of effective teams
- How to synergise for success

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- Building rapport and earning trust
- Active Listening and empathising with the “hidden” agenda
- How to say “no” assertively and yet diplomatically
- Practising the art of win-win or no deal in negotiations
- Working effectively with different personalities
- Effective conflict management
- Managing your personal perceptions of others.

Program Outline

Effective Workplace Relationships

- The importance of good workplace relationships in productivity and job fulfilment
- 5 critical elements of effective teams
- 1 + 1 = 3

The Science of Influence

- The four steps of effective influence
- The speed of trust
- How to build rapport effectively
- Vulnerability and relationship building
- Understanding how others perceive you

Effective Listening Skills

- Barriers to effective communication
- Influencing perceptions
- Active listening
- Understanding the hidden agenda

Conflict Management

- Understanding your personal negotiation style and how you deal with conflict
- Communicating effectively with different personalities

Delivery Strategy

The learning has been structured as a one-day interactive workshop led by our experienced trainers. The workshops will contain a series of PowerPoint slides, accompanying information, written activities and reflective tasks.

Formal Certification

All attendees of this course will be eligible to receive a Certificate of Participation from EQ Strategist.

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