



Schulich
School of Business
Executive Education Centre

Interpersonal Skills for Healthy Work Relationships

*Create more positive and beneficial work relationships
by applying conscious communication skills.*

SEEC Moments of Insight include:

Leverage listening skills to create high-impact, attention-getting messages.

Use speaking goals to guide selection of the appropriate communication channel.

Develop network maps to maximize community and minimize resistance.



Register for
an Upcoming
Session:

January 29 - 31, 2018
July 23 - 25, 2018

Our Participants Say it Best:

"This course exposed me to new tools and skills that will definitely enhance my management skill and style towards creating a more productive work environment."

G. Gayle, Assistant Controller,
Crosby Canada

"This course was great! It really opened my eyes to how I am perceived and why. It helps me understand who I am working with."

A. Iozzo, Contracts Coordinator
DPM Energy Inc

"This course put into clear perspective practical ways of relating at the workplace. It enables the student to have an understanding of basic interpersonal relationships capable of improving productivity in the organization."

A. Adesugba, Vice President
Abuja Chamber of Commerce and Industry



Complete Details / Register Today

<http://seec.online/11594>



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Interpersonal Skills for Healthy Work Relationships

Influence, persuade and communicate with more effectiveness!

Your management career succeeds as your business relationships succeed.

The ability to **influence, persuade and communicate with people in a positive way in order to achieve your organizational goals is one of the keys to success** in any business or professional environment. This highly interactive course provides you with the opportunity to learn, practise and master the critical skills and competencies required for building and maintaining productive and profitable work relationships. You will learn **practical and adaptive strategies for informing and influencing others** – no matter where they fit within the organizational structure.

Top Take-Aways

1. Apply **advanced communication strategies** to shape effective messages and positively influence relationships
2. Understand and practise the characteristics of **ideal communicators**
3. Understand the four **basic behavioural styles** and how to manage each
4. Analyze an audience to address listeners' needs, wants, priorities, and goals
5. Recognize and **avoid common communication mistakes** and conflicts
6. Adopt techniques for building **rapport** and achieving **trust** from your colleagues
7. Learn real-life situation **definition and diffusing skills**
8. Leverage **communication-based insights** into the teambuilding process

Who Should Attend

Managers, directors, supervisors and team leaders in any functional area who would like to:

- Benefit from an enhanced ability to **influence, persuade and negotiate** in the workplace
- Build better work relationships throughout their organization – **up, down and across**
- Make improved communication choices that better reflect and **showcase their skills, knowledge, expertise and value** to the organization

Unique Personalized Features:

- Develop a strategic action plan
- Coaching and mentoring session
- True Colors® self-assessment report and briefing

Overview of Program Content

(See **complete program content** at URL below)

Analyzing and Building Better Work Relationships

- Building rapport and trust with your colleagues, management and staff
- Using communication and thinking style preferences to influence and motivate

Intrapersonal and Interpersonal Communication Skills in Action

- How values, beliefs, attitudes, and expectations impact workplace-specific trust and respect
- Six laws of persuasion for making your case

Understanding and Working with Others More Effectively

- Identifying your personal communication style—how you usually relate to others
- Assessing and adapting to changes in work relationships and the work environment

Persuasion and Influencing Skills That Work in Any Situation

- True Colors® self-assessment: an easy and accurate model of personality identification
- Communicating with increased confidence in different media

Team Success Strategies

- Identifying strengths, weaknesses, and opportunities in your workplace teams
- Negotiating mutually beneficial outcomes, and following through

Managing Change and Conflict

- Internal and external forces that impact your perspective on conflict
- The attitudes, beliefs, and values individuals bring to workplace relationships

Dates & Locations:

January 29 - 31, 2018
Miles S. Nadal Management Centre

July 23 - 25, 2018
Executive Learning Centre

Registration Fee:

\$2,950 + applicable taxes

Registration Details:

- Tuition includes teaching materials, lunches and refreshments, but not accommodations
- A special corporate rate is available for participants at partner hotels
- Programs run from 9:00 a.m. to 4:30 p.m.
- Modules, speakers, topics, dates, fees, and locations are subject to change

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More Questions? Get in Touch!

Tel.: 416.736.5079 | 1.800.667.9380
or email execedinfo@schulich.yorku.ca