



Schulich
School of Business
Executive Education Centre

Register for
an Upcoming
Session:

September 9 - 11, 2019
March 9 - 11, 2020

Interpersonal Skills for Healthy Work Relationships

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

Our Participants Say it Best:

"This course exposed me to new tools and skills that will definitely enhance my management skills 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

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.



21 PDU*



21 CPD

Register Today / Complete Details

<http://seec.online/12303>



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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.

Influence, persuade and communicate with more effectiveness!

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

Instructor Profile

Diana Kawarsky, MA, CCP, is a senior training & development professional with more than 20 years of experience. A specialist in professional effectiveness and team success who has worked with over 20,000 clients to date, she is an energetic, results-oriented individual, and takes pride in influencing the human side of business.

Special Bonus – as a part of this program, you will receive a copy of instructor Diana Kawarsky's book, *Soft Skills Volume 1*. This book is full of examples, strategies and insights that support your learning and offer you real-life perspectives to take back with you on-the-job.



Overview of Learning

Analyzing and Building Better Work Relationships

- Building rapport and trust with your colleagues, management and staff
- Using communication style 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
- Five ways that people deal with conflict

Continues Online

Get the whole picture.

Preview complete course content and instructor bio online.

Complete Details / Register Today

<http://seec.online/12303>

More Questions? Get in Touch!

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

* PMI Talent Triangle PDU breakdown • Technical: 21

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Dates & Locations:

September 9 - 11, 2019
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Registration Fee:

\$3,250 + 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
- Complete registration details at seec.online/FAQ