



Effective Working Relationships

Overview

This course focuses on understanding your role within the organisation and the importance of effective working relationships with peers and colleagues to achieve your goals and targets.

Target Group

This course is aimed at people who wish to develop their personal effectiveness and increase their confidence in building good working relationships.

Objectives

By the end of this course, delegates will be able to;

- ✗ Identify their role within the organisation
- ✗ Understand who your key stakeholders are
- ✗ Understand the impact of poor working relationships
- ✗ Highlight effective skills

Course Content

This course is highly participative: combining theory based learning with supportive practical exercises. Below is an overview of the topics that are covered. (Please note that if this course is delivered on an in-house basis, the content can be tailored to meet your specific requirements and address any issues you may have.

- ✗ **Roles of a Manager**
 - The helicopter approach
 - Key goals and objectives
 - Identifying your stakeholders and your relationship with them
- ✗ **The importance of building good working relationships**
 - What happens when they go wrong
 - Effective performance through key relationships
- ✗ **Key skills for building good relationships**
 - Communication skills
 - Assertiveness
 - Understanding the bigger picture
 - How to effectively manage upwards, downwards and sideways
 - Dealing with personality clashes

Outcomes

Each delegate will receive detailed developmental feedback on their performance from both colleagues and facilitator and will be asked to complete a personal action plan to identify key changes to implement and skills to practice.