



Building Positive Work Relationships

"The single most important ingredient in the formula for success is knowing how to get along with people"

-Teddy Roosevelt

For most of us, we spend more time with the people at work than we do with our family at home. There of course will be conflict, mis-communication and negativity when spending this much time together. In Building Positive Work Relationships we first have to recognize that people are very different. We think differently, communicate differently and handle relationships differently. These differences make the world go 'round, but they also make for difficult relations.

Of all of the tools we acquire, use and sharpen as we build our success in business, the ability to *communicate effectively* is certainly the one we rely on most. Effective communication occurs when the receiver clearly understands the information or idea that the sender transmitted. The best communicators learn to convey ideas clearly and consistently to a variety of audiences, turning their communications skills into true *power tools* they can use to carve out career growth and personal successes. This session explores the fundamentals of effective communication and gives you proven methods to help strengthen your skills.

Sending the Message

3-hour Session

- The Communication Model (the "What" and the "Why")
- How to get your message across correctly and clearly
- How to set expectations – making sure expectations are clear, ensuring audience understanding and buy-in, and eliciting questions
- Why giving *and* receiving feedback is so critical in effective communication
- Understanding the Communication Pie (body language, tone and words)

Effective Listening

3-hour Session

- The importance of listening
- The effect on morale and business when people don't listen
- Motivation and listening
- Nonverbal feedback and the role that listening plays
- Open vs. closed questions

Call today for more information about these exciting programs!

800.577.4293

These sessions also offered in Spanish.