



## Influence and Relationship Building

TWO DAY WORKSHOP

*“Solid program- learned a lot about myself and what I was doing “not” to influence other effectively. Thank you”!*

Supervisor, Food Services Company, Chicago, US

### Description:

This workshop is designed to help staff effectively build & maintain positive working relationships with both internal and external clients, with an emphasis on dealing effectively with high conflict potential situations.

Participants will be guided through a series of exercises and strategies that will help you work through challenging communication situations with the goal of building & then maintaining a high level of rapport while making progress toward organizational goals. Active listening, acknowledgement and playback will be discussed and practiced as well as the effective use of email, providing feedback and rapport-building skills. Special emphasis will be placed on communicating difficult decisions.

### Objectives:

Upon completion of this topic area, participants will return to work and be able to:

- Assess your preferred personality type using the Personality Dimensions Tool™ and understand how different personality types impact communication & conflict
- Improve their active listening skills and improve their overall listening skills
- Communicate negative information in way that helps the parties look at it as a problem solving opportunity
- Understand & apply effective conflict resolution skills in a variety of situations

### Agenda:

Day # 1 - Understand Yourself and Others that you must Communicate With

- Understanding you core personality & communication style & how that impacts others is the first step in building better working relationships. This insight also provides the participant with greater observational skills & understanding with their clients as well as appreciating their preferred modes of communication. The Personality Dimensions® instrument explores personal temperament preferences by having participants complete a Traits & Characteristics survey, in which they explore their personal values, traits, strengths, characteristics, and behaviors. Finally, borrowing an aspect of personality type theory, participants take a short quiz to reveal their preferences for introversion or extraversion. Practical exercises & case studies will be developed to help participants practically apply the learning's from this module.



## Day # 2 - Core Principles of Communication and Conflict Resolution

- Interest-based conflict resolution is compared with the traditional “positional” styles to conflict resolution and both the successes and challenges are identified. Strategically using questions to gather information and determining the other party’s substantive, procedural and emotional interests are critical outcomes of this module. Case studies and real-life scenarios are used to help participants in the process of “interest determination”. Looking for mutual options, sources of negotiating influence, establishing the “givens” and setting the appropriate tone are other core components that are covered through the use of discussions and group exercises.

### Action Planning

- Specific discussion on how they will apply what was covered back on-the-job and what support they will need from each other and their Managers.