

THE IN-HOUSE TRAINING COMPANY

Building successful working relationships

Overview

This 2-day workshop is offered with an internal and external focus. Day 1 will focus on building your internal network and relationships by focusing on your personal network, your brand, influencing skills and perceptions. Day 2 focuses on your external relationships with suppliers, patient groups etc. This will focus on assertiveness, outcome rather than relationship focus, and influencing and negotiating skills.

Format

A 2-day programme; you can choose to attend both days, or can attend one that is more relevant to your role. The focus will alter as internal and external relationships are different. Therefore, a different mindset and approach are required.

The session can be delivered face-to-face or virtually, as circumstances dictate.

Expert trainer

Kate is recognised as an excellent communicator, trainer and coach. Her approach is centred on the people aspect of any situation and she encourages participants to look at situations through the eyes of others. She specialises in helping people to manage change and make it work for them in areas such as managing and communicating change, delivering excellent customer service, management development and personal development.

Kate's focus is on clear communication which forms the basis of all successful interaction with others. Her first-hand experience of communicating change in a variety of industries, together with her customer relations and public relations background in the water industry enable her to draw on real life situations as learning points – both good and bad. Kate's open, sharing nature and flexible approach ensures lasting partnerships with her clients. Her training style is informal, participative and fun.

Workshop outline

DAY ONE

- 1 Can you succeed by yourself?**
- 2 Relationship awareness theory**

- 3 The Strengths Deployment Inventory / Your FACET5 profile
- 4 Building rapport
- 5 Influencing power bases
- 6 Active listening
- 7 Building your personal internal network
- 8 Perceptions
- 9 Your brand

DAY TWO

- 1 Your stakeholders and what they want from you
- 2 The negotiation conversation
- 3 Preparing for conflict
- 4 Influencing others
- 5 Your communication approaches for success
- 6 Emotional Intelligence
- 7 The trust model
- 8 Knowing your outcomes

Any questions?

Please just give us a call on **01582 463463** – we're here to help!
Or visit www.theinhousetrainingcompany.com