

# How To Build *Strong* Positive Relationships

*"Perfecting Your Interpersonal Effectiveness"*

## Positive relationships are important?

Having good working relationships between staff is more than 'nice to have'; it can significantly improve your bottom line! Up to 65% of performance problems result from strained relationships between staff. Hidden costs of conflict range from the waste of employees' time and energy in being preoccupied by the issues, days off work for stress, lowered motivation and morale and poorer quality of decisions and work.

❖ **Creating positive workplace relationships is the single most important ingredient for success and compliments for individuals and teams.**

**This powerful new workshop will show you how to get better results with people, add power and polish to your professional image, and handle difficult people with less stress.**

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## Learn the **SECRET** to *Building and Maintaining Positive Relationships*

**YOU SEE IT ALL THE TIME:** Every organization has at least one or two people who seem to know and work well with everyone. They get things done faster, more efficiently, and seemingly with less stress. They do it with a natural ability that leaves the rest of us wondering how they do it. What's the secret to their success? The ability to build and maintain workplace relationships. Fortunately, the art of building and maintain positive relationships can be learned. That's why I have developed the most comprehensive and innovative workshop to help individuals and teams Build Strong Workplace Relationships. Guaranteed to change the way you work with others, forever.



## *Some Ways* This Training will Radically Improve Your Relationship

- ❖ Establish yourself as a respected leader who can get results through others.
- ❖ Avoid confusing, time-consuming misunderstandings.
- ❖ Leave positive, lasting impressions with others.
- ❖ Strengthen your rapport and influence, up and down the ladder.
- ❖ Improve your results when dealing with difficult people.
- ❖ Get more done in your department when you open the lines of communication.
- ❖ Work more effectively with others whose personalities and communication styles differ from yours.
- ❖ Quickly solve issues with less fuss and boost productivity.
- ❖ Boost your confidence in handling rocky situations.
- ❖ Reduce the spread of negativity and create an enjoyable work environment.

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## What you will Learn:

### **Building Positive Workplace Relationships: Your Key to Success**

- ❖ Understanding the importance of people skills and how they affect your job
- ❖ Determining your interpersonal strengths and weaknesses: how you work with people
- ❖ Analyzing your interpersonal behavior and what it's telling you
- ❖ Evaluating common behavior styles and how to communicate with each to get what you want
- ❖ Why communication is such a big deal in effective workplace relationships

### **Making and Keeping a Favorable Impression on Others**

- ❖ How your interpersonal skills affect others - and what you can do about them
- ❖ Making a strong first impression: introducing yourself and meeting others
- ❖ Establishing rapport: making others feel valued
- ❖ Building win-win relationships with employees, peers and superiors
- ❖ When people skills go bad: top mistakes that can sour any relationship

### **Calm, Cool and Collected: Strategies for Managing Conflict**

- ❖ Finding the source of the problem
- ❖ Tips for keeping your emotions in check
- ❖ Strategies for defusing others' emotions
- ❖ The 3-step process for working through conflict
- ❖ How to ensure that everyone walks away a winner - and why it's vital for solid workplace relationships

### **Create an Environment That Fosters Excellent Communication**

- ❖ Words and phrases that you should avoid – and what to say instead
- ❖ The communication breakdown: where it happens and how to stop it
- ❖ Verbal vs. nonverbal: how each impacts communication and your message
- ❖ How to avoid sending contradictory and confusing messages
- ❖ Avoiding common "speak now, apologize later" situations
- ❖ Creating a connection when you aren't face-to face

### **Working with Difficult People and Other Tough Situations**

- ❖ Getting through to their psyches: why difficult people are difficult
- ❖ Understanding how your behaviors and attitudes impact others
- ❖ Strategies for quickly defusing explosive situations
- ❖ Tips for giving and receiving criticism and still getting positive results
- ❖ Finding the right words: scripts you can use in tough situations
- ❖ Creating a foundation for getting positive outcomes no matter the situation

### **Keys to Persuading and Influencing Others**

- ❖ Strategies for getting buy-in for your ideas – every time
- ❖ Negotiation skills successful pros use time and again
- ❖ Quick and easy methods for winning over an adversary
- ❖ How-to's for persuading others
- ❖ Understanding and avoiding common barriers to getting your point across
- ❖ Your last resort: what to do when they just won't see it your way

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## Workshop *Agenda*

- ❖ 5 Keys to building strong rapport
- ❖ Making and keeping a favorable impression of others
- ❖ Create an environment that fosters excellent communication
  - ❖ Using listening skills to your advantage
- ❖ How to build bridges across your organization
- ❖ Working with difficult people and other tough situation
- ❖ Calm, cool and collected strategies to managing conflict
  - ❖ Keys to persuading and influencing others

## Tradition of Excellence

Dr. Alex Garcia and Leadership Dynamics has built a strong reputation for affordable, practical, and convenient business training for professionals everywhere, in every industry and sector.

With more than 1,000,000 satisfied customers, we continue to provide superior training you come to expect with Dr. Alex Garcia. Our blended learning approach is designed to offer various training options to meet the individual needs of your employees and your organization. Choose from many quality courses that can satisfy your organization's needs any time, anywhere and in any format.

- On-Site Training
- Keynote Speaking
- Public Seminars
- Audio, Video Resources

