

## Building effective working relationships Training Programme Outline

**Summary:** Strong working relationships are crucial to the success of an organisation. This course will enable participants to be pro-active in developing positive relationships with both internal & external customers and to deal with difficult situations professionally & effectively.

**Duration:** 1 days with optional half-day follow-up

**Format:** The course is presented in a friendly and supportive environment. It includes a questionnaire to discover your preferred communication style. The session will be highly participative, involving group and individual activities and opportunities to practise new skills.

### **Objectives:**

As a result of this workshop, you will be able to

- Identify your preferred communication style and consider how this affects your working relationships
- Select appropriate methods of communication with colleagues & customers
- Build rapport & identify customer needs
- Manage expectations & respond to customers effectively
- Be pro-active in handling problems & complaints
- Be conscious of diversity in all your communications
- Identify actions you can take to enhance your working relationships

### **Content:**

- External & Internal Customer Service
- Customer Diversity – individual service
- Communication methods – how to choose
- What makes people difficult?
- Communication roadblocks
- Tone of voice
- Your personal communication style
- Building rapport
- Staying assertive & pro-active
- Managing expectations
- Gaining a clear understanding of customer needs
- Handling requests
- Delivering difficult messages
- Responding to anger & criticism
- Personal action planning

Leadership and Personal Development, Strategic Management, Lean Six Sigma & Quality Tools