

Relationship Management

Overview

Understanding how to get the best from both internal and external relationships is beneficial both to individuals and organisations. This workshop provides practical and quick ways to build and nurture relationships.

By understanding individual and organisational clues and examining new 'relationship management' models/techniques we will learn how to get the best from individuals and build long lasting and successful relationships

Objectives

- Demonstrate credibility with colleagues by:
 - Putting themselves in colleagues' shoes
 - Evaluating constraints within which colleagues work
- Describe own and colleagues Social Styles
- Choose appropriate behaviour when dealing with colleagues and appraise effects on them

Who should attend?

Anyone who wishes to enhance their understanding of how to relate better to others, be they internal or external contacts

Workshops Content

- Satellite model
- Circle of Concern and Influence
- Organisational culture – the VPPR model
- Introduction to Transactional Analysis
 - Ego States
 - Egogram
 - Transactions
 - The Drama Triangle
- Social Styles
 - Analytical
 - Controller
 - Supporter
 - Promoter
- Review of the Circle of Concern and Influence

Course Dates and Location

To be confirmed.

Duration

One day

