



# RELATIONSHIP BUILDING

"Instead of focusing on the competition, focus on the customer." - Scott Cook

Building strong relationships at work has numerous benefits. This course helps employees develop the essential skills to create positive connections with colleagues and supervisors. Topics will include how to actively listen, communicate collaboratively and foster mutual respect. We'll cover methods for expressing understanding and appreciation, resolving conflicts in a healthy way, and how to build a supportive team environment. Strategies for success in working with different personalities and approaches to collaboration will also be discussed. Participants will gain valuable insight into establishing and maintaining effective professional relationships.

## Key Course Content:

- Develop rapport with customers
- Use actively listening and questioning skills to understand customer's needs better
- Use laddering techniques to understand the motivations of stakeholders
- Decide acceptable and unacceptable behaviours
- Use influencing skills to position mutual benefits with stakeholders
- Map out recurring challenges with customers
- Conduct a relationship risk analysis
- Discover strategies to build internal and external relationships
- Build levels of trust in the relationship
- Build better win/win relationships with stakeholders



## Target Audience:

The course can be tailored for the specific cohort whether it be the leadership team, another group of managers/team leaders or employees.



## Duration:

This course is available as a 1-day course or a truncated half-day course.



## Delivery:

This course can be delivered both in-person or virtually. For virtual delivery, we can use our virtual platforms or your organisations.



## Group Size:

We recommend a group size of 4-10 people.