

publishing portfolio

Managing Relationships

Do you understand how your behaviour can influence other people? A good understanding of working relationships can give you the power to persuade, motivate and delegate more effectively and get the best out of the people around you.

This course helps the learner understand the complexities of managing relationships and gives advice on how to enhance the way they interact with their colleagues.

Managing Relationships enables the learner to:

- Understand how influence and persuasion can help them get what they want from their working relationships
- Generate enthusiasm and buy-in for their ideas and projects
- Achieve their objectives through delegation
- Understand why some relationships are difficult and how to improve them
- Get the most out of their colleagues, even those over whom they have no direct control

An annual license to **Managing Relationships** provides an entire team with year round access to this unique learning resource.



Learning outcomes

Motivation and persuasion

- Why do I need to be persuasive?
- How can I generate enthusiasm?
- How do I motivate people?
- How do I deal with periods of change?

Delegation and responsibility

- How should I delegate?
- How do I get the results I want?
- What other issues are there?

Difficult relationships

- Why are some relationships difficult?
- How do I avoid making it worse?
- How can I improve difficult relationships?
- How should I deal with problems?
- What legalities should I be aware of?

Choosing people to work with

- How do I find the right person?
- Who should I meet?
- How should I handle a meeting?

Target audience

This course is designed to appeal to staff in all functions at all levels.

Less experienced staff may not have considered these topics before and will find significant improvements in the way they operate and in their overall effectiveness.

More experienced or senior people will value the opportunity to spend time on these critical issues discreetly.

Additional services

Blended learning: ½ day workshops available.

Tailoring: include your examples and issues.

See also: *Negotiation Skills, Managing Workload, Effective Communication, Managing Your Behaviour at Work, Networking Skills, Problem Solving, Project Management, The Internal Sales Person, Managing High Performing Teams.*