

## Building Positive Relationships



This blended programme focuses on the importance of positive relationships at work and how emotional intelligence can help in achieving more positive engagement and transactions, leading to improved business performance

### **Overview**

Improved teamwork, higher retention rates and increased productivity are all acknowledged benefits of people working well together. We are all aware of the consequences of the alternative, with unhappy employees, workplace conflicts and stress leading to underperformance, sickness absence, low retention rates and, ultimately, lower business performance. So, how do we create a climate at work that fosters good relationships and avoids the consequences of the alternative?

Well, in the main, good relationships don't happen by accident. Of course, there are some people with whom we 'gel' quite naturally because we share certain attributes: opinions, feelings, outlook; humour; interests; and so on. But then there are just as many, and maybe even more, with whom we don't relate so easily. Building positive relationships with these people requires work, and to do this successfully, we need to understand ourselves and how we naturally interact with the world around us. In broad terms, we refer to this as emotional intelligence.

This programme, which includes a two-day workshop, is focused on helping participants gain an insight into their emotional intelligence and offers ways in which, by becoming more aware of themselves and those around them, they can respond to others in ways that build positive relationships.

### **Aims**

To provide participants with an understanding of the importance of positive relationship at work and how developing their emotional intelligence can help in achieving more positive engagement and transactions, leading to improved business performance.

## Learning Objectives

On completion of this programme, you will be able to:

- Explain the importance of emotional intelligence in building positive relationships at work
- Explain the importance of self-awareness in building our emotional intelligence and how we can enhance this by encouraging and being receptive to feedback
- Explain how rapport can help build trust and the opportunity to influence others
- Explain the importance of questioning and listening skills in building rapport
- Describe how our 'self-talk' or our conscious biases (our beliefs) can influence the way we respond to people and the unconscious messages we send
- Recognise how people's 'life positions' can influence their communication and how this can, inadvertently, lead to conflict
- Explain the impact of 'ego states' on our ability to communicate effectively and influence others
- Define different types of conflict
- Use assertive approaches to avoid or mitigate the effects of dysfunctional conflict
- Give feedback in a way that raises the recipient's awareness without damaging confidence
- Receive feedback in a positive way to help increase our self-awareness and competence
- Define the attributes of an emotionally intelligent leader and identify what more you need to do to enhance your own emotional intelligence.

## Pre-Workshop Assignment Content

- The building blocks of Emotional Intelligence
- Transactional Analysis

## Workshop Content

### ***A Foundation for Positive Relationships***

- Benefits and Characteristics
- Pre-Workshop Assignment Review

### ***Self-Awareness***

- Emotional Intelligence
- The Johari Window

### ***Building Trust and Influencing Others***

- Establishing Rapport
- The Trust Triangle
- Influencing Styles
- Questioning and Listening
- Non-Verbal Communication
- The Belief Cycle
- Listening for Messages

### ***Awareness of Others***

- Parent, Adult, Child
- TA Questionnaire
- Life Positions

### ***Handling Conflict***

- Types of Conflict
- Being Assertive
- Recognising Non-Assertive Behaviours
- Assertive Language
- The Difference Between Anger and Aggression
- Triggers for Aggression

### ***Giving and Receiving Feedback***

- Gratitude
- Giving Feedback
- Your Intentions
- A Framework for Giving Feedback
- The Reflective Feedback Model
- Receiving Feedback
- The Influence of Ego States

### ***The Emotionally Intelligent Leader***

- Leadership Coat of Arms

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