ORGANIZATIONAL RELATIONSHIP MANAGEMENT

Description:
With an increasing mandate for agencies to do more with less, employees must know how to build strong relationships, effectively break down silos, and build partnerships across departments to achieve organizational goals. Furthermore, managers and supervisors must understand how to interact with employees in ways that boost job satisfaction and employee engagement. This training analyzes participants’ approaches, builds participants’ relationship management skills, and discusses best practices as well as network interventions to increase the quality and value of your relationships in the workplace.

In this Course Participants will Learn To:
- Understand perception
- Understand and build rapport
- Understand and maintain trust
- Understand empathy
- Understand social styles and the effects on communication
- Utilize social and emotional intelligence
- Utilize the tenants of powerful communication
- Understand the role of body language and how to use it effectively
- Use questions appropriately
- Listen and provide feedback effectively
- Avoid motivation-killing behaviors
- Steer relationships, not push them
- Recognize and seize “moments of truth”
- Document, analyze (SWOT), and map their relationships
- Prepare for key conversations
- Break down silos
- Build internal partnerships
- Become an influencer
- Use the M.O.N.E.Y system for relationship management
- Distinguish managing, coaching, mentoring, and training approaches

DELIVERY OPTIONS
1-Day Intensive

METHODS
- Lecture 10%
- Case Studies 10%
- Experiential** 40%
- **Simulations, practice exercises, etc.
- Group Dynamics 40%

PROCESS
1. Pre-Training Assessment
2. Tailored Content
3. Expert Delivery
4. Post-Training Evaluation
5. Post-Training Assessment
6. 3-Month Follow-up

OTHER TOPICS
- Coaching
- Mentoring
- Persuasion & Influence
- Teamwork
- Emotional Intelligence
- Employee Engagement