

## Building Successful Work Relationships

### Overview

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In this course, students will learn how to build co-operative trust-based relationships that enable them to work productively with other professionals, clearly communicating and respectfully harnessing their distinctive contributions.

### Target Audience

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Professionals desiring to improve working relationships and maximize cooperation and productivity.

### Course Objectives

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After completing this course, students will know how to:

- Describe the importance of effective work relationships
- Demonstrate professionalism through your behavior
- Identify the interdependencies between you and your colleagues
- Communicate effectively to create rapport and connect with others
- Build and maintain your network of professional relationships
- Use quality dialogue to focus discussion toward mutual outcomes
- Develop collaborative working relationships that achieve results

### Course Outline

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#### 1 - The Importance of Work Relationships

Supporting Effective Teamwork  
Understanding the Value of Relationships

#### 2 - Interpersonal Dynamics

Working with Ego States  
Being Effectively Assertive

#### 3 - Demonstrating Professional Behavior

Developing Professionalism  
Valuing Respect, Reliability, and Results  
Comparing Attitude, Action, and Effect

#### **4 - Mapping Your Work Network**

Identifying Interdependencies  
Focusing on Purpose

#### **5 - Bridging Work Styles**

Identifying and Accepting Differences  
Adapting to Different Work Styles

#### **6 - Building Your Network**

Appreciating Needs and Values  
Managing Your Network and Your Reputation

#### **7 - Collaborating for Success**

Fostering Collaboration  
Creating a Working Agreement  
Contributing to a Collaborative Culture

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