

## Building Successful Work Relationships | 3 Days

Individuals bring their unique talents, strengths, experiences, and outlooks to the workplace. Operating collaboratively, these diverse perspectives and styles deliver highly successful outcomes and create high-performing teams. In this course, you will learn how to build cooperative trust-based relationships that enable you to work productively with other professionals, clearly communicating and respectfully harnessing your distinctive contributions.

### WHO SHOULD ATTEND:

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

### JOB ROLES:

Personal Development  
Leader of Teams/Projects  
Leader of Managers/Departments

### OBJECTIVES:

- 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:

#### The Importance of Work Relationships

Supporting Effective Teamwork  
Understanding the Value of Relationships

#### Interpersonal Dynamics

Working with Ego States  
Being Effectively Assertive

#### Demonstrating Professional Behavior

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

#### Mapping Your Work Network

Identifying Interdependencies  
Focusing on Purpose

#### Overnight Homework

Complete the "What's My Style?" Assessment

#### Bridging Work Styles

Identifying and Accepting Differences  
Adapting to Different Work Styles

#### Building Your Network

Appreciating Needs and Values  
Managing Your Network and Your Reputation

#### Collaborating for Success

Fostering Collaboration  
Creating a Working Agreement  
Contributing to a Collaborative Culture

This course comes with the "What's My Style?" personality assessment that is done in class to enhance your personal and professional growth and reinforce the competencies taught in class.

## We Ensure Personal & Professional Growth Through:



### TOPIC-SPECIFIC, REINFORCEMENT MATERIALS TO ENRICH YOUR JOURNEY

eBooks, On-Demand Courses, Quick Videos,  
Personal & Team Assessments, Tools & Templates.

## Post-Class Reinforcement Materials

Each of the Leadership and Professional Development courses include a suite of post-class reinforcement materials that are unique to each title. Content such as e-books, quick videos, personal and team assessments, tools and templates, and other materials, have been selected to ensure that you continue your journey to ongoing success beyond the classroom. All e-assets, such as books and videos, come with 1-year access.

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#### Reinforcement Videos

- The Importance of Trust and Teamwork featuring Tom Geisel
- Facilitating Chaos In Teams featuring Myles Downey
- Creativity is a Collaborative Activity featuring Sir Ken Robinson
- Commitment to the Team is Critical to Success featuring Rob Waldman
- Characteristics of Effective Teams featuring Jan Rutherford
- Characteristics of Successful Teams featuring Mark Thompson
- Team Players, Vacationers, and Prisoners featuring Howard M. Guttman
- How To Build Teams featuring Shari Harley
- How to Build Trust In a Team featuring Charles Green
- When a Team Member Isn't Contributing featuring Sue Powell
- Play your Role at the Right Altitude featuring Erica Peitler
- Managing Conflict in High Performance Teams featuring Howard M. Guttman
- Applying Essentialism to a Team featuring Greg McKeown
- Leadership Is in the Trenches featuring Betsy Myers
- Innovative Teams Do Have An 'I' featuring Steve Lundin

#### Book Summaries

- *A Team of Leaders: Empowering Every Member to Take Ownership, Demonstrate Initiative and Deliver Results* by Paul Gustavson and Stewart Liff
- *The Five Dysfunctions of a Team - A Leadership Fable* by Patrick Lencioni

#### Blueprints

- *Team-Building Blueprints: How to Make Any Team a High-Performance Team* by Nancy L. Hanna, Michael D. Molina and David R. DeBell

#### Leader-Led Activities

- Successful Teams Discussion Guide
- Team Purpose Discussion Guide
- Stages of Team Development Facilitation Guide
- Team Communication and Conflict Facilitation Guide
- Team Guidelines Application Guide

#### Self-Assessment

- Team Characteristics
- Team Formation
- Team Trust

#### Business Impact

- Business Impact: Building Trust Incrementally

#### Challenge

- Challenge: Building and Leading Teams

#### Tools

- Team Vision and Purpose
- Team Guidelines
- Team Participation
- Communication Methods
- Team Meetings

#### Test

- Leadership Advantage Test Yourself: Building and Leading Teams

#### Core Message

- Leadership Advantage: Building and Leading Teams 3.0

#### Case Study

- Team Types and Stages
- Leadership Responses to Team Dysfunctions
- Team Guidelines
- Building Trust as a Leader
- Leading Teams through Difficulties

#### Key Concept

- Key Concept: Understanding Teams and Teamwork
- Key Concept: The Characteristic Qualities of a Successful Team
- Key Concept: Creating Shared Vision and Objectives
- Key Concept: Trust is a Critical Success Factor
- Key Concept: Fostering High Performance

#### e-Books

- Boundaries for Leaders: Results, Relationships, and Being Ridiculously in Charge
- Engagement: Transforming Difficult Relationships at Work
- You Can't Lead With Your Feet On the Desk: Building Relationships, Breaking Down Barriers, and Delivering Profits

#### Videos/Courses

- Gaining Power Through Relationships
- Earning Relationships
- Building Rapport and Trusted Relationships
- Three Relationship Building Blocks

*Materials listed above are representative and do not include all assets, which are subject to change as titles and resources are always being updated.*