

Building Better Work Relationships: New Techniques for Results-Oriented Communication

In a complex environment, work is accomplished through the collaborative efforts of many. Differences are a positive force if you know how to harness them.

Your ability to develop good interpersonal skills and create rapport in this environment can make—or break—your career. Get set to step up and become a "conscious communicator." Develop self-awareness, analyze situations, and consciously select and use productive communication strategies. You'll find your relationship style, identify your strengths and weaknesses, and master the winning tactics to work harmoniously to achieve your goals.



**Learn why successful work relationships
help build successful careers!**

OVERVIEW

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HOW YOU WILL BENEFIT

- Build better rapport and gain the trust of your colleagues
- Discover the basic competencies critical to solid work relationships
- Develop flexibility in actions, thoughts, and feelings to better handle any situation
- Avoid mistakes and conflicts that may result from misinterpreting others or ineffective listening
- Influence and motivate others to first-rate performance
- Learn how to use direct and indirect messages accurately
- Build your self-esteem as you discover a new self-awareness
- Identify strengths, weaknesses, and opportunities in your work relationships
- Understand values, beliefs, attitudes, and perceptual processes
- Understand emotions and how they translate into emotional intelligence
- Master the keys to excellent communication: observe, listen, analyze, plan, communicate

WHAT YOU WILL COVER

Effective Work Relationships

- How do you build work relationships
- Learn behaviors that support or undermine your relationships
- Assessing your relationships

Communication and Perceptions

- World view, perception, and work relationships
- Trust busters and how to fix them
- The five axioms of conscious communication
- Mirroring and rapport

Investigating Emotions and Emotional Intelligence

- Social intelligence and multiple intelligences
- Assessing your multiple intelligences
- Five domains of emotional intelligence
- Improving work relationships through emotional intelligence

Building Better Relationships with Ourselves and Others

- Perception, world view, emotional intelligence—and you
- Self-awareness, self-esteem, and self-concept
- Case study to understand your styles—and how to flex them

Relationship Building

- Managing assumptions in order to build trusting work relationships
- Consciously building trust at work
- Developing and showing a positive attitude

Express Needs Within Work Relationships

- Expressing needs and influencing others
- Performing an interpersonal needs inventory
- The shape and sound of assertiveness
- Completing an influential SWOT (Strengths, Weaknesses, Opportunities, Threats) Profile

Relational Communication

- Identifying your communication style: how you relate most often
- Sharpening verbal and nonverbal behaviors and skills
- Applying direct and indirect messages for more flexible communication
- Using feedback and questioning skills to better understand others

Relational Listening

Addressing Relational Change and Conflict

WHO SHOULD ATTEND

This workshop is designed for people who want to build better work relationships, maximize impact, increase productivity, and drive results by applying effective communication and relationship management.

FACILITATOR ~ Emmanuel Zara



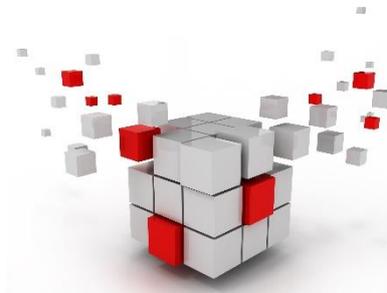
Emmanuel Zara Jr. or Jingo as he is usually called, has extensive professional experience in line with Sales and Marketing for various niche markets which include the OFW, Group and Corporate accounts and Direct Database and Affinity sector.

His key areas of strength include sales, marketing, events planning, management support, training, training needs analysis and design, business development and implementation, strategic management, organizational design and structuring, monitoring, control and human resource development.

Currently, Jingo is Managing Partner of a firm which specializes in entrepreneurial solutions which include sales and marketing, sales training and events management, Clients include BPI Family Savings Bank, The Blue Leaf, Word Consulting, Inc., Bayantel, Ayala Malls, Nuvali, SKI Construction Inc., Prime Sales, Inc., Nike Philippines, Sterling Bank, AXA Life, The De La Salle University and Discovery Resorts.

At the same time he also is an independent consultant who delivers high-powered globally accredited professional development trainings to clients such as Accenture, IBM, WNS, Aboitiz). These include leadership courses or executive and managers, Franklin Covey programs, coaching, teambuilding, meeting management, presentation skills, sales and marketing, business writing, communications training, operations management, project management and workshops based on the concepts of Six Sigma and Lean Management.

His outstanding educational credentials include graduating with honors from both the Ateneo De Manila University for his Master's Degree in Business Administration and the University of the Philippines for his Bachelor's Degree in Psychology.



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