

Building Productive Relationships

At-A-Glance

This $\frac{3}{4}$ day, practice-intensive program is designed to develop the skills and strategies to build authentic, lasting relationships and resolve conflict with peers, managers, and clients in a way that produces true engagement and win-win solutions

Outcomes	<ul style="list-style-type: none">• Recognize when issues need to be resolved—and when they don't• Apply questioning strategies that help you get full, complete information before jumping to conclusions• Practice 3 critical listening skills that enhance partnership, create mutual understanding, and lower emotional intensity• Relate your position and point of view in a way that's clear, direct, and doesn't create defensiveness• Demonstrate and apply a 6-step conversation model that resolves most issues in a mutually agreeable manner• Understand the five most common conflict styles and your own preferred style; use that information to best determine your conversation strategy and ideal outcome• Practice and apply all skills to an on-the-job or personal situation
Target Audience	Anyone who has a need to build relationships and resolve issues in a way that maintains and enhances partnership



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