



Building Effective Professional Relationships



COURSE SPECIFICATIONS



FORMAT

- In-house



DURATION

Training is given in one day (6 hours)

(The content and the duration of this session can be adapted for a personalized on-site training.)



TARGET AUDIENCE

Any individual wishing to develop their interpersonal skills in order to maintain effective and satisfying professional relationship



DELIVERY METHOD

Instructor-led, group-paced, classroom-delivery learning model with structured, hands-on activities. Participants' experiences are used as support to put new notions into action.

Highly personalized and interactive approach, the groups are limited to 15 participants.



LANGUAGE

Available in:

- French
- English



CERTIFICATION

Training Certificate

Emploi Québec



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DESCRIPTION

Building Effective Professional Relationships will teach participants essential tools and techniques to develop satisfying and effective professional relationships. They will discover how to communicate in order to favor collaboration and resolve problems and conflicts more effectively.

OBJECTIVES

ALLOWING THE PARTICIPANT TO:

- Learn how to communicate in an effective manner.
- Recognize communication techniques as tools in professional relationships.
- Assert oneself in a constructive manner.
- Listen and understand others.
- Maintain mutually satisfying relationships.

COURSE CONTENT

THE PILLARS OF RELATIONAL EFFECTIVENESS

- Being ready and equipped to build a relational strategy
- Defining relationship objectives and specifying individual influence
- Identifying main obstacles to mutually satisfying relationships
- Understanding our interlocutors
- Knowing how to communicate effectively

TOOLKIT FOR INTERPERSONAL EXCELLENCE

- Attitude – the key to success
- Self-management
- Assurance
- Proactiveness
- Emotion management
- Assertion
- Influence

UNDERSTANDING COMMUNICATION DYNAMICS

- Mastering verbal, non-verbal and para-verbal expression
- Adjusting communication to channel (face-to-face, phone, email, etc.)
- Overcoming the main interferences (cultural, generational, etc.)
- Using the right type of listening
- Maintaining an open and fluid dialogue

BUILDING A TRUSTING RELATIONSHIP

- Inspire trust to interlocutors
- Possessing interpersonal adaptability
- Managing adversity and conflict
- Promoting cooperation and collaboration

