



BUILDING POSITIVE BUSINESS RELATIONSHIPS (1 DAY)

THIS COURSE IS ACCREDITED TO UNIT STANDARD:

Title:	Describe how to manage workplace relationships
Unit Standard ID:	244572
NQF Level:	3
Credit Value:	2

INTRODUCTION

In any organisation, the positive management of relationships will ensure productivity. Sound relationships create a culture of trust and loyalty where individuals are motivated and committed to develop to their full potential.

This learning programme is intended for all persons who need to develop strong, positive relationships in the workplace. It will give delegates the knowledge and skills to effectively manage their own emotions more effectively and understand colleagues' emotional reactions. In gaining these skills, the individual is equipped to handle diverse business relationships, so improving trust and respect.

The unit standard was developed as a means of contributing to change in leadership focus and empowering managers to look at people issues.

WHAT THIS COURSE CAN DO FOR YOU...

- Understand the need for clear structure in workplace relationships
- Awareness of the interrelationship between personal and professional relationships
- Identify techniques for self-management and the management of others
- Build positive workplace relationships
- Build a positive culture and climate where learners are able to develop to their full potential
- Understand and overcome stereotyping and how it affects relationships
- Identify expected courtesy norms and learn etiquette according to culture and the organisation.

TARGET AUDIENCE

All staff members working in teams and with customers who need to grow their understanding of self-management and the management of others. All management, especially first-time managers, team leaders and supervisors. These managers are required to contribute to change in leadership focus and who need to focus on people issues and on empowering others.

COURSE CONTENT

Importance of Structure in Workplace Relationships

- Structure in a specific workplace
 - Types of Organisational Structures
 - Benefits of having a well-structured organogram in your organisation
- Appropriate behaviour
 - Code of Conduct
 - Appropriate personal behaviour

Interrelationship between Personal and Professional Relationships

- The difference between personal and professional relationships
- Ways in which difficulties in personal relationships influence workplace relationships
- The effect of professional relationships on personal relationships

Emotional Intelligence in Relationship Development

- Self-awareness and self-management techniques
- Acquiring self-knowledge and knowledge of others
 - The Johari Window
 - Body language
- Apply knowledge of self and relationships to manage conflict constructively

Managing the Emotions of Others

- Techniques to understand others' thoughts, feelings and opinions
- Inducing desirable responses in others
- Influencing others
- Listening skills

How Stereotyping Affects Relationships

- The concept of stereotyping
- Stereotypes in the workplace
 - Gender discrimination
 - Sexual orientation discrimination
 - Age discrimination
 - Obesity and size discrimination
 - Disability
- Reasons why people label groups
 - Upbringing
 - Socio-economic environment

Etiquette Issues in the Workplace

- Office politics and gossip
- Appropriate relationships: your boss, peers and subordinates
- Explain the concept of courtesy
- List examples of good or poor manners

Personal Accountability & Commitment Plan

TRAINING APPROACH

The primary objective of our training is to ensure that the knowledge acquired is applied successfully, adding real value and **making a visible difference to work performance** in the business environment. The courses have a strong focus on an outcomes based approach and are facilitated on a highly interactive basis encouraging active delegate participation using:

- Role-plays
- Break-away sessions
- Relevant business exercises
- Presentations
- Demonstrations
- Questionnaires
- Discussion activities and
- Case studies

High emphasis is placed on learning through ‘doing’ where learners are presented with real life and workplace case studies ensuring delegates develop knowledge and confidence to take their enhanced skills back into the business environment and apply them successfully. The group leaders are trained to create a comfortable atmosphere where delegates can evaluate themselves and their skills, generate ideas and solutions to problems and plan suitable growth in the workplace.

POST COURSE ASSISTANCE

“Contact the Coach” – Bridging Learning for Business Results

We offer a continued learning relationship providing **FREE** access to post course support to embed the knowledge gained. Our advisors are subject matter experts in each area of specialisation.

Delegates can “Contact the Coach” for support, information or assistance with additional questions regarding the application of theory covered during the course.



Personal Accountability & Commitment Plan

Kwelanga is determined to promote and encourage accountability and behaviour change once delegates return to the work place. A Personal Accountability & Commitment Plan is therefore included in each course presented.

Facilitators will guide delegates through the recording of action plan items and will encourage them to show their Personal Post Course Accountability & Commitment Plan to their up-line on their return to work so accountability is created. This tool will also be useful for monthly one-on-one development discussions.

KWELANGA BUSINESS & EXECUTIVE COACHING

Kwelanga Training now offers coaching on a one-to-one or team coaching basis. Issues covered are chosen by the organisation or the individual to ensure maximum focus is given to achieve measurable outcomes.

Coaching provided by certified professional business and executive coaches is key in transforming management and support staff's excellent performance to peak performance.

For further details contact:

Rose Gray

Business and Executive Coach (WITS Business School)

Tel: +27 11 704 0720

Email: rose@kwelangatraining.co.za