



## MANAGING WORKPLACE 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

This learning programme is intended for all persons who need to manage workplace relationships. This Unit Standard will lead learners to acquire knowledge and skill effectively to manage workplace relationships. It should lead to the positive management of relationships to ensure productivity and the creation of a culture and climate in the work environment where learners are able to develop to their full potential. A manager in the context of this Unit Standard is the manager of a small business and first line managers of business units, team leaders and supervisors in medium and large organisations. The term business unit implies a small business, cost centre, section or department. The Unit Standard was developed as a means of contributing to change in leadership focus and empowering managers to look at people issues.

### COURSE CONTENT

#### Explain the Need for Clear 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
  - Inappropriate behaviour

#### Explain the 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

#### Identify Techniques for Self-Management

- Ways of acquiring self-knowledge and knowledge of others
  - The Johari Window
  - Body language
- Apply knowledge of self and relationships to manage conflict constructively

## Explain 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

## 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                  | ▪ Demonstrations            |
| ▪ Break-away sessions         | ▪ Questionnaires            |
| ▪ Relevant business exercises | ▪ Discussion activities and |
| ▪ Presentation                | ▪ 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.

## **On-Line Knowledge Hub**

All delegates attending Kwelanga Training courses have **FREE** access to post course on-line resources. Up-to-date, convenient and easily accessible information, relevant to the programme attended, is available. Tools include case studies, articles, exercises and other valuable information which will reinforce course content and assist in transferring knowledge and skills to the workplace.



### **OUR COMMITMENT TO YOU ...**

#### ***Kwelanga Training's Commitment***

***To develop and inspire each individual to be the best that they can be.  
To assist clients in the transfer of skills and positive behaviour change.***

For more information contact us on:

Email: [info@kwelangatraining.co.za](mailto:info@kwelangatraining.co.za)

Johannesburg: +27 11 704 0720 | Cape Town: +27 21 683 4084

Durban: +27 31 266 2808 | Port Elizabeth: +27 41 368 1500

Website: [www.kwelangatraining.co.za](http://www.kwelangatraining.co.za)