



VIRTUAL INSTRUCTOR-LED TRAINING BUILDING POSITIVE WORKPLACE RELATIONSHIPS (1 DAY)

THIS COURSE IS ACCREDITED TO UNIT STANDARD:

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| 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.

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

VIRTUAL INSTRUCTOR-LED TRAINING

Participants “attend” virtual classroom training, through the Zoom on-line platform, without having to travel to and from the classroom each day. Courses are divided into several shorter sessions to minimise operational disruptions and improve knowledge retention.

Training is facilitated in real-time, providing the benefit of hands on learning. Delegates interact with the facilitator and each other, as with any other classroom experience. This allows for a cooperative learning environment, where participants can share knowledge, engage in positive discussions and work together.

Benefits of Virtual Instructor-Led Training

- ✚ Virtual training provides flexibility to both the client/delegate and facilitator.
- ✚ Delegates are active participants rather than relying entirely on the instructor.
- ✚ Virtual training is conducive to a more fluid exchange of ideas, focused real-life scenarios and an intensified level of engagement.
- ✚ Information is shared through video, documents, and written notes with learners in real-time.
- ✚ Delegates who have internet connection can learn at anytime and anywhere through virtual learning or through recorded videos.
- ✚ Delegates can participate in discussions and ask questions at any time.
- ✚ Breakout rooms allow delegates to work in groups and complete activities in teams which allows for a rich interactive experience.
- ✚ Access to expert facilitators who may otherwise be unable to visit workplaces due to unforeseen circumstances.
- ✚ Use of slides and video clips enhances virtual learning.

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.*

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