

Skillful Communication and Collaboration: Working Successfully with Others to Achieve a Common Goal

Course Overview

Course Objectives

Successful completion of this course will increase your ability to:

- Recognize the inward attitudes and outward behaviors necessary to build relationships
- Implement communication strategies that foster collaboration and avoid those that hinder it
- Identify non-collaborative behaviors and implement strategies to cope with them
- Builds leaders' credibility in ways that boost employee engagement and productivity
- Reduce the cost of conflict and poor performance associated with a climate of distrust
- Improve profits and results by illustrating the link between communication, trust, and organizational reputation

How You Will Benefit

This program will focus on how to structure and implement an effective communication process so that working with others will be a productive and enjoyable experience.

Successful collaboration involves far more than just working side-by-side. It's a process that requires attitudes, skills, and practices that can be learned and strengthened—and mastering them will not only make your job easier, it will help you become more successful professionally.

Length of Course

- 1-2 days

Audience

- Supervisors/Managers

What the Course Offers

- Interactive learning setting
- Opportunity to apply the concepts through role-play
- Thorough set of materials: Participant Guide, DiSC Workplace assessment, and RM Desk Reference

Key Topics Covered

The ability to build trust is a key competency for leaders today. Great leaders don't dictate, they influence. And influence comes from a leader's ability to engender credibility and inspire people to both believe them and believe *in* them. Based upon "the Speed of Trust" by Franklin Covey, this program creates trustworthy leaders for whom team members readily volunteer their best efforts. This course explores the following subjects in depth:

- Leverage the DiSC Workplace assessment to understand the strengths and trouble spots of each style
- How to develop a collaborative mindset and demonstrate a willingness to collaborate with observable actions and behaviors.
- Learn how to use your communication style to improve relationships
- How to express your thoughts carefully and conscientiously to greatly support collaboration and build good relationships.
- Dealing with six common behaviors that create obstacles to collaboration and relationship building
- Build trust in individuals, teams, departments, the organization, and with customers and the public

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