

Course ID:
LDR-SUPM3

BUILDING RELATIONSHIPS

COURSE OVERVIEW

Welcome to *Building Relationships*, the third course in the Leadership Development Program.

Building and maintaining good working relationships is critical to the success of any organization and a key competency of leaders. The goal of this program is to provide participants with a set of skills that will help them build productive partnerships in the workplace. This course brings focus to relationships at three different organizational levels: across the workplace, with a team, and with individuals. By learning to use various methods to engage people, participants will be more likely to gain support for their work, anticipate and minimize resistance, and encourage desired behaviours in others.

Participating in *Building Relationships* will provide participants with relevant, practical applications in which to practice the following interpersonal skills:

1. Manage workplace relationships
2. Foster a team environment
3. Encourage positive behaviours

PROGRAM CONTENT

- Business partner analysis
- Appropriate communication media
- Tuckman model for team development
- Effective coaching behaviours
- Value of diversity in the workplace
- Questions to create coaching opportunities

TARGET AUDIENCE

Any person in a leadership role, or who is preparing for a leadership role.

PREREQUISITES

LDR-SUPM1: Communication Skills for Supervisors

LDR-SUPM2: Influence for Positive Results

**Please allow 90 days between modules for skill application in the field*

TRAINING TIME (hours):

3.5 Hours

RECERTIFICATION

N/A