

## **PRINCIPLES OF MANAGEMENT III BUILDING WORKPLACE RELATIONSHIPS**

<p><b>Behavioral Expectations:</b></p> <ul style="list-style-type: none"> <li>• Understand, respect, appreciate and value other behavioral styles</li> <li>• Learn how to adapt personal behavior styles to interact more effectively</li> <li>• Identify your opinions and feelings about workforce diversity</li> <li>• Increase awareness of individual, ethnic and cultural differences</li> <li>• Define what conflict is</li> <li>• Identify sources of conflict</li> <li>• Learn ways to use positive confrontation techniques</li> <li>• List the steps for constructive problem solving</li> <li>• List the five approaches to conflict resolution</li> <li>• Utilize strategies for preventing conflict</li> </ul>	<p><b>Module Outline:</b></p> <p><b>Prerequisite: Principles of Management I &amp; II</b> <b>Schedule: Four Consecutive Weekly Sessions</b></p> <p>Due to recent economic changes business demands are placing more stress on your company's key resources – people, time and money. This program is designed to help recognize strengths and weaknesses that can help interactions become more productive. Learn strategies to prevent conflict within your team, and to resolve communication breakdowns effectively.</p> <p><b>Topics Covered:</b></p> <p><b>Understanding Yourself and Others</b></p> <ul style="list-style-type: none"> <li>• Identify your behavioral profile and style</li> <li>• Develop and understanding of how your style may affect others</li> <li>• Explore behaviors across four primary dimensions</li> </ul> <p><b>Managing Relationships and Valuing Differences</b></p> <ul style="list-style-type: none"> <li>• Learn how to respond to differences in the workplace</li> <li>• Identify ways to work effectively with peers, subordinates and managers</li> <li>• Understand ways to foster and influence relationships</li> </ul> <p><b>What's Wrong With You? Conflict Management</b></p> <ul style="list-style-type: none"> <li>• Ways to resolve conflict</li> <li>• Sources of conflict</li> <li>• Utilize strategies for preventing conflict</li> <li>• Five approaches to conflict resolution</li> </ul> <p><b>Communicating with Difficult People</b></p> <ul style="list-style-type: none"> <li>• Learn how to communicate clearly and assertively</li> <li>• Building rapport, trust and credibility</li> <li>• Strategies for coping with anger and helplessness</li> </ul> <p><b>Key Learning Points:</b></p> <ol style="list-style-type: none"> <li><b>1.</b> Increase your effectiveness in accomplishing tasks by improving your relationships with others.</li> <li><b>2.</b> Manage reactions to stressful situations.</li> <li><b>3.</b> Foster your relationships in the workplace by making allies and not enemies.</li> <li><b>4.</b> Understand the importance of communicating clearly and assertively.</li> </ol>
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