



Communication and Relationship Management

work skills qualifications • employability skills system

“The most important ingredient we put into any relationship is not what we say or what we do, but what we are. And if our words and our actions come from superficial human relations techniques rather than from our own inner core, others will sense that duplicity. We simply won't be able to create and sustain the foundation necessary for effective interdependence.”

- Stephen R. Covey

Being an effective communicator takes real skill. Communication skills have to be developed, honed. They are the heart of interpersonal skills and the greater your awareness of how it all works, the more effective your communication will be. Communication plays a foundational role in the development of any healthy relationship, and it serves to bridge the gap between people with misunderstandings, or to solidify a mutual sense of commitment. The ability to communicate well is the most important relationship skill of all. This module focuses on the skills to help develop individuals at the workplace, with your co workers, superiors, customers and even their personal friends and family members.

Operation Level:

Target Participants:

This program is recommended to all Operation level - non-executive, non supervisory level, including administrative /clerical staff

Programme Objectives:

At the end of the programme the participants will be able to:

1. Explain the organisational vision, mission and goals
2. Receive, clarify and take action on information given
3. Work cooperatively in a team to resolve work issues
4. Take ownership for work done to achieve both individual and team goals
5. Resolve conflicts through the application of appropriate strategies
6. Negotiate solutions to workplace issues

Training Methodology

Short lectures, experiential activities, simple case studies, demonstrations, individual and group exercises, self-discovery questionnaires and pre & post course evaluations.

Assessment:

Formative Assessment will be conducted during class for all participants to qualify for the *Statement of Attainment*. On-Going /Work-based assessment will be implemented* by Training Vision as a tool to monitor and track Staff Development. The staff will be briefed on the purpose of the various assessments and these assessments will be conducted in a non-threatening manner so as to encourage staff participation and confidence.

* based on critical mass as online computerized system on competency-based assessment will be used.

Programme Outlines:

Explain the organisational vision, mission and goals.

- Define the company's mission and vision
- Identify where their responsibilities reflect the company's mission and vision.
- Define the company's goals and how their department goals are aligned to the company's goals
- How their work responsibilities support the department and company's goals?

Receive, clarify and take action on information given.

- Able to interpret and analyse information given
- Clarify information given through communications techniques:
 - Active listening
 - Paraphrasing
 - 5W and 1H
- Verbal and non-verbal techniques
- Correct tone of voice
- Give constructive feedback
 - When to give feedback?
 - The four-step feedback giving technique

Work cooperatively in a team to resolve work issues.

- Team roles and responsibilities
- How team members can support one another?
- Identify work issues and concerns that work teams can work on
- Identify areas of conflict in a team and how to overcome them.

Take ownership for work done to achieve both individual and team goals.

- Explain their job description and how it relates to their work
- The manner of how their work is carried out which meets with the department goals.
- What they can offer within their authority.
- Able to explain important company policies
- Discuss recommendations to improve existing policies

Appropriate strategies.

- Able to define the conflict in a problem statement
- Can distinguish fact from interpretation
- Identify common concerns and interpretations
- Recommend the appropriate strategy to resolve the conflict
- List possible solutions and the reasons for each solution

Negotiate solutions to workplace issues.

- What is or is not negotiable?
- When and where to negotiate?
- How able are you to negotiate?
- Apply a negotiation strategy that works for you.
- Case study: Role-play

Program Summary