

Building Effective Relationships

Duration: 1 day

This is a highly interactive and fun workshop based on the **Insights System** which aims to raise the individual's awareness on the impacts of their style and identify how they can be more influential in how they communicate with others.

The course will provide individuals with an increased ability to build trust in their working relationships, help individuals influence others, provide an enhanced awareness of the impacts of their style on other people, and achieve an enhancement of team working and performance.

Who should attend this course?

Individuals who need to build relationships as a core part of their work

Course Objectives

By the end of this course, participants will be able to:

Understand own Style

- To develop an understanding of your own style and how you may be seen by others
- To recognise your strengths and understand how you can adapt these to be more effective in building relationships

Understand Others

- To recognise others' behavioural styles and learn how to respond effectively to others' needs

Adapt and Connect

- To learn how to adapt your behaviour to build relationships and influence others.
- To apply a range of models and communication techniques to enhance your influence

Course Outline

- Perception: We see the world not as it is but as we are' - use of music
- Insights Card Game: Highlighting of colour trends (Blue, Green, Yellow and Red)
- Input on: 'Good day' and 'Bad day' behaviours of the colours
- Airplane Sketch: Visual, Vocal and Verbal characteristics of colour
- In colour groups: How you want to be communicated to? What frustrates you when communication problems arise?
- Use of hats: Colour 'opposites' where communication problems arise
- In 'opposite colour' groups: Where you need to apply the brake? Where you need to apply the accelerator?
- Business Scenarios: Applying what you have learnt to date to business scenarios?
- In groups of three: Change viewpoints – 'Your shoes', 'Other shoes' and 'Fly on the wall' for a person you want to influence more effectively
- Mirror/Mirror: Building rapport with others. Match and lead energy
- Win-Win model based on Insights
- Models of giving and receiving feedback – Jahari Window
- Trust and Respect Pyramid – Complete action road maps – share with partner
- Cycle of Interaction: Drama sketch involving group – where in the cycle can you make a change?

- Action Planning Presentation: Where and when will you now apply the brake and accelerator