

# Building Value-Based Relationships



Corporate Training  
SOLUTIONS, INC

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In this workshop or one-on-one coaching program (if preferred), you will learn to use collaboration and active listening to get results in terms of developing positive perceptions. It is virtually impossible to think clearly about substantive issues when you are blindsided by negative perceptions. Pay particular attention to how you are reacting to situations during meetings and one-on-ones. **Invest in your relationship “trust fund”.** Begin to recognize when others are beginning to feel uncomfortable and manage your reactions. Learn to reach satisfactory agreements with senior managers and clients without alienating partners.

This practical offering is not primarily theoretical. The facilitator describes and demonstrates ways of responding and behaving to develop alliances. Illustrative examples and exercises, and commentary on pitfalls are used throughout the candid and upfront sessions to demonstrate the concepts of interpersonal dynamics.

## Module Objectives:

- ⇒ Demonstrating humility; Demonstrating respect for other’s differing positions
- ⇒ Tact and diplomacy as tools for achieving long-term results; The power of perception
- ⇒ Demonstrating active listening
- ⇒ Demonstrating departmental relationship capability; Disciplined relationship enhancing communication
- ⇒ Managing internal emotions for “thinking on your feet”
- ⇒ Search with your partners for benchmarks to help create fair solutions without alienating
- ⇒ Build alliances with influencers and those that effect outcomes; Leverage personal strengths
- ⇒ Be aware of and self-manage to how you speak, listen and ask questions
- ⇒ Develop new techniques for ensuring attention is given to both the technical problem and the relationships
- ⇒ Elicit expectations of you and cope with mixed motivation

