

# AMA2235 BUILDING BETTER WORK RELATIONSHIPS: NEW TECHNIQUES FOR RESULTS-ORIENTED COMMUNICATION

Course Code: 2682

Learn new techniques for results-oriented communication and why successful work relationships help build successful careers.

In today's volatile and challenging business environment, you have to build successful work relationships and interact with people in a positive way to achieve your organizational goals. Now, discover the basic competencies critical to solid work relationships-and career success.

The first step in building better work relationships is to become aware of the differences among people and to be willing to accept these differences as a positive force within an organization. And it all starts with you. This seminar will prepare you to create better work relationships by becoming a "conscious communicator." You'll return to work better able to build constructive and beneficial work relationships by learning how to analyze situations and consciously select and use productive communication strategies.

## How You Will Benefit

- Build better rapport and gain the trust of your colleagues
- Discover the basic competencies critical to solid work relationships
- Develop flexibility in actions, thoughts, and feelings to better handle any situation
- Avoid mistakes and conflicts that may result from misinterpreting others or ineffective listening
- Influence and motivate others to first-rate performance
- Learn how to use direct and indirect messages accurately
- Build your self-esteem as you discover a new self-awareness
- Identify strengths, weaknesses, and opportunities in your work relationships
- Gain an understanding of values, beliefs, attitudes, and perceptual processes
- Gain an understanding of emotions and how they translate into emotional intelligence
- Master the keys to excellent communication: observe, listen, analyze, plan, and communicate

## What You'll Learn

- How to build rapport and achieve trust
- Fundamental competencies needed to achieve solid work relationships
- Flexibility in actions, thoughts, and feelings to better handle any situation
- Personal and professional responsibilities in communicating effectively with others
- Short- and long-term implications of communication as a cycle of continuous responses that create "relationship residue"
- How to avoid communication mistakes such as misinterpreting others or ineffective listening
- How to use communication and thinking style preferences of others to influence and motivate them to first-rate performance
- Define productive relationships in terms of achieving workable compromise and strategic interdependence
- Strengths, weaknesses, and opportunities in your workplace relationships
- How values, beliefs, attitudes, and perceptual processes impact workplace-specific trust and respect
- How understanding emotions translates into workplace emotional intelligence
- Ways to be a more effective team member and leader by using polished and conscious communication
- Keys to excellent communication: observe, listen, analyze, plan, and communicate

## Who Needs to Attend

People who want to build better work relationships, maximize impact, increase productivity, and drive results by applying effective communication and relationship management.

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CLASSROOM LIVE

\$2,895 USD

3 Day

## Classroom Live Outline

### 1. **Effective Workplace Relationships**

- Behaviors that support or undermine effective workplace relationships
- Assess personal uses of behaviors that support or undermine effective relationships with important people and groups at work

### 2. **Communication and Perceptions**

- Personal and professional responsibilities in communicating effectively with others by becoming a "conscious communicator"
- Evaluate a model of communication in order to be conscious of the direct correlation between effective communication and strong work relationships
- Behaviors that erode trust and how they can be avoided
- Short- and long-term implications of communication as a cycle of continuous responses that create "relationship residue"
- Use rapport building as a tool to improve relationships

### 3. **Investigating Emotions and Emotional Intelligence**

- Apply a broader definition of intelligence
- Redefine yourself and others using a multiple intelligence model
- Relationships between emotional intelligence, world view, perception, and effective relational-communication behaviors
- Analyze and identify strategies to improve work relationships by applying emotional intelligence

### 4. **Building Better Relationships with Ourselves and Others**

- Evaluate the impact of world view, perception, and emotional intelligence on self-concept, self-esteem, and self-awareness
- Impact of self-perception on our interactions with others
- Concepts of self-fulfilling prophecy in the workplace

- Your particular social/communication style-how you most often relate
- 5. Relationship Building**
    - Behaviors that build trust and how they can be used to build effective workplace relationships
    - Use of assumptions in explaining and predicting others' behaviors and reactions
    - Apply conscious communication skills to assessing the situational trustworthiness of others
    - Analyze, assess, and counteract people and situations that elicit or exhibit unproductive attitudes
  - 6. Expressing Needs Within Relationships**
    - Assess interpersonal influence choices using the "need to control" continuum
    - When and how to most effectively use assertive verbal and nonverbal behaviors
    - Apply insights gained through completing a SWOT profile to a personalized influence development plan
  - 7. Relational Communication**
    - Improve your communication style with others who have different styles, therefore building more meaningful and productive relationships
    - Assess and sharpen verbal and nonverbal behaviors and skills
    - Apply direct and indirect messages in order to flex communication to meet varying goals
    - Utilize feedback and questioning skills to better understand others and their relationship needs
  - 8. Relational Listening**
    - Listening barriers and their impact on development of effective workplace relationships
    - Ask good questions and use paraphrasing to improve listening skills and relationships
    - Apply active and reflective listening skills in specific types of workplace listening situations
    - Best practices for giving or seeking feedback
  - 9. Addressing Relational Change and Conflict**
    - Assess and adapt to changes in work relationships and the work environment
    - Conflict management strategies to fit specific relationships and situations
    - Synthesize skills addressed in the program and systematically apply them in creating a comprehensive plan for assessing and resolving relational conflicts

May 20 - 21, 2026 | 9:00 AM - 5:00 PM | NEW YORK CITY, NY

Jun 8 - 9, 2026 | 9:00 AM - 5:00 PM | WASHINGTON, DC

Aug 10 - 11, 2026 | 9:00 AM - 5:00 PM | NEW YORK CITY, NY

Sep 17 - 18, 2026 | 9:00 AM - 5:00 PM | ATLANTA, GA

Nov 16 - 17, 2026 | 9:00 AM - 5:00 PM | CHICAGO, IL

Dec 17 - 18, 2026 | 9:00 AM - 5:00 PM | NEW YORK CITY, NY

# AMA2235 BUILDING BETTER WORK RELATIONSHIPS: NEW TECHNIQUES FOR RESULTS-ORIENTED COMMUNICATION

Course Code: 2682

VIRTUAL CLASSROOM LIVE

\$2,895 USD

4 Day

## Virtual Classroom Live Outline

### 1. **Effective Workplace Relationships**

- Behaviors that support or undermine effective workplace relationships
- Assess personal uses of behaviors that support or undermine effective relationships with important people and groups at work

### 2. **Communication and Perceptions**

- Personal and professional responsibilities in communicating effectively with others by becoming a "conscious communicator"
- Evaluate a model of communication in order to be conscious of the direct correlation between effective communication and strong work relationships
- Behaviors that erode trust and how they can be avoided
- Short- and long-term implications of communication as a cycle of continuous responses that create "relationship residue"
- Use rapport building as a tool to improve relationships

### 3. **Investigating Emotions and Emotional Intelligence**

- Apply a broader definition of intelligence
- Redefine yourself and others using a multiple intelligence model
- Relationships between emotional intelligence, world view, perception, and effective relational-communication behaviors
- Analyze and identify strategies to improve work relationships by applying emotional intelligence

### 4. **Building Better Relationships with Ourselves and Others**

- Evaluate the impact of world view, perception, and emotional intelligence on self-concept, self-esteem, and self-awareness
- Impact of self-perception on our interactions with others
- Concepts of self-fulfilling prophecy in the workplace

- Your particular social/communication style-how you most often relate
- 5. Relationship Building**
    - Behaviors that build trust and how they can be used to build effective workplace relationships
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    - Apply conscious communication skills to assessing the situational trustworthiness of others
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Apr 20 - 21, 2026 | 10:00 AM - 6:00 PM EDT

May 11 - 12, 2026 | 9:00 AM - 5:00 PM EDT

Jun 11 - 12, 2026 | 9:00 AM - 5:00 PM EDT  
Jun 24 - 25, 2026 | 10:00 AM - 6:00 PM EDT  
Jul 6 - 7, 2026 | 9:00 AM - 5:00 PM EDT  
Aug 4 - 5, 2026 | 10:00 AM - 6:00 PM EDT  
Aug 26 - 27, 2026 | 11:00 AM - 7:00 PM EDT  
Sep 14 - 15, 2026 | 9:00 AM - 5:00 PM EDT  
Oct 6 - 7, 2026 | 9:00 AM - 5:00 PM EDT  
Oct 22 - 23, 2026 | 10:00 AM - 6:00 PM EDT  
Nov 12 - 13, 2026 | 9:00 AM - 5:00 PM EST  
Dec 3 - 4, 2026 | 9:00 AM - 5:00 PM EST  
Dec 14 - 15, 2026 | 10:00 AM - 6:00 PM EST



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PRIVATE GROUP TRAINING

3 Day

Visit us at [www.globalknowledge.com](http://www.globalknowledge.com) or call us at 1-866-716-6688.

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