

# Developing Positive Relationships at Work

Hands-on course of 2 days - 14h

Ref.: DRP - Price 2024: CHF1 550 (excl. taxes)

Choose the right approach to achieve a harmonious working environment. Identify the dynamics of difficult situations and people. Learn how to respond quickly and effectively to defuse emotionally charged situations. Replace unproductive reactions with effective actions. Forge stronger professional working relationships.

Self-diagnosis, testing. Active scenarios. Role-playing. Sharing experiences. Personalized debriefing.

## THE PROGRAMME

last updated: 01/2018

### 1) Understanding Relationship Dynamics

- Understanding the Roles People Play.
- Seeing things from other perspectives.
- Recognising that all people are different.
- Active Listening and Responding.
- Tuning your non-verbal communication.
- Creating empathy.
- Effective questioning.
- Inspiring confidence among colleagues.
- Building a winning strategy based on cooperation.

*Hands-on work* : Role-play situations.

### 2) Knowing yourself better to Communicate better

- Being aware of your strengths and development areas.
- Enhancing communication skills.
- Create your personal plan for success.

*Exercise* : Self-evaluations.

### 3) Dealing with Difficult People

- Defining a Difficult Person.
- Handling difficult people and situations.
- Dealing with difficult or tricky people: The Know-It-Alls, The Dictators, The Passives, The Complainers, The Yes People,
- Understanding how others think, their fears, why they do what they do.
- Body language to deal with specific kinds of difficult people.

*Exercise* : Group discussion.

### 4) Managing Conflict

- Sources of conflict.
- The Purpose of Conflict.
- Understanding the root causes of workplace conflict as well as your own mindset and communication style.
- Getting to the Heart of the Problem.
- What to do when someone criticizes you unfairly or threatens you.

#### PARTICIPANTS

Anybody who works in team

#### PREREQUISITES

None.

#### TRAINER QUALIFICATIONS

The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

#### ASSESSMENT TERMS

The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more. Participants also complete a placement test before and after the course to measure the skills they've developed.

#### TEACHING AIDS AND TECHNICAL RESOURCES

- The main teaching aids and instructional methods used in the training are audiovisual aids, documentation and course material, hands-on application exercises and corrected exercises for practical training courses, case studies and coverage of real cases for training seminars.
- At the end of each course or seminar, ORSYS provides participants with a course evaluation questionnaire that is analysed by our instructional teams.
- A check-in sheet for each half-day of attendance is provided at the end of the training, along with a course completion certificate if the trainee attended the entire session.

#### TERMS AND DEADLINES

Registration must be completed 24 hours before the start of the training.

#### ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Do you need special accessibility accommodations? Contact Mrs. Fosse, Disability Manager, at [psh-accueil@ORSYS.fr](mailto:psh-accueil@ORSYS.fr) to review your request and its feasibility.

- How to offer an aggressive person an alternative to direct conflict.
- Giving and receiving constructive feedback.
- Managing your emotions in stressful situations.
- Applying models and tools to manage conflict in different workplace settings.
- Conflict resolution strategies.
- Adapting your communication style.

*Exercise : Role-play.*

### 5) Assertive Behaviour

- Assertiveness and how it differs from aggression and submission.
- Saying what you mean and structuring clear messages.
- Giving constructive criticism.
- The 7 key components for effective and assertive communication.
- How to express your opinions and thoughts and be direct without attacking or alienating others?
- Asking for what you want.
- Creating Win-Win scenarios: Achieving Resolution.
- How assertive are you?

*Exercise : Role-play. Group discussion.*

## DATES

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### REMOTE CLASS

2025 : 16 Jan, 22 May, 11 Sep,  
13 Nov