

**Master Class Developing Relationships at work Training short course**

The most important goal of this short course is to provide hands -on , practical approach to improving one’s interpersonal effectiveness through the flexible use of appropriate style of communication

Overview

Throughout the world and Africa in particular, economists, organisations and societies are struggling to live harmoniously with each other. Sound interpersonal skills, team work, affirmative action, cultural diversity but synergy, the African Renaissance phenomenon, the “Ubuntu” or spirit of humanness ethic- these are some of the challenges facing us in Africa. As organisations thrive to become global, in their effort to compete internationally, they discover that globalism implies working across cultural boundaries and facing head-on challenges such as how to harmonize a diverse workforce and build an effective team in order to ensure that our customers receive an impeccable service.

The arrival of knowledge society and the learning organisation, intensive technological change and globalized competition will, more than ever before, make sound interpersonal skills at work an uppermost asset in the manager’s repertoire, they will indeed become entrenched as the so-called cornerstone of organisational functioning .Today’s and tomorrow’s managers will have no option but to learn how to understand their counterparts and work harmoniously with them , if they are at all to survive.

**Learning Outcomes**

* The delegates will be leave the workshop with practical skills interpersonal communication and relationship building.

**Target group**

The course is designed for company executives, senior managers, middle managers, HR Managers, Training Managers/ Officers, marketing managers, business development managers, Consultants, CEOs general managers , Executive Directors, Investment portfolio managers in the corporate business sector, government, NGO , Banks, Insurance , Public Medical Aid association and State Owned companies.

## **Programme Structure**

Module One ; The tone is set by looking at tomorrow’s organisation and the managers who are likely to succeed in this new environment. The concept of interpersonal Managerial Effectiveness is also introduced, its implications for change are explored and it is asked why we are so resistant to change .This module is concluded by examining how change on a large scale was introduced into a client organisation.

Module two : We will begin our journey by focusing on Sensitivity, the oil of all human relationships. It is carefully defined, examining its implications and what prevent it .Its relevant techniques and how they can be applied at both the individual and organisational level are also learnt. Finally , two applications where sensitivity is most prevalent are looked at ; when handling conflict and when building a team.

Module 3 : This module examines what is meant by Assertiveness and how this skill can be mastered on an individual or group basis. Two applications where assertiveness is most called for are examined- namely when criticising someone or handling aggression .

**Module 4 :** This module reviews what is meant by being Persuasive and how one becomes more persuasive by overcoming resistance. Two applications are also reviewed where persuasiveness is most valuable – when engaging in negotiations and when politicking.

**Module 5 :** Finally in module Five, Interpersonal Flexibility , the very foundation of our training philosophy , is examined. It is related to our overall training concept of managerial effectiveness and demonstrate how it can be used practically.

Through out this training delegates are exposed to many self-administered questionnaires, case studies, tips, step-by-step procedures and so on.

**Course Dates**

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| **Workshop 1 Course dates** | **8 April 2019- 13 April 2019** |
| **Workshop 2 Course dates** | **10 June 2019- 15 June 2019** |
| **Workshop 3 Course dates** | **5 August 2019- 10 August 2019****9 September 2019- 14 September 2019** |
| **Workshop 4 Course dates** | **7 October 2019- 12 October 2019****11 November 2019- 16November 2019** |
| **Price Per Person**  | **$ 2 300 includes pick up from Airport to and fro, pick up from lodge to and fro to the training Centre**  |
| **Accommodation**  | **$400 per person for 7days (This include bed and Breakfast and Dinner) vat Included** |
| **Total Including Accommodation** | **$ 2 700.00** |
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