

Relationship and Trust in Business

Building business relationships based on mutual trust and added value is at the core of most, if not all, organisational strategic aims and objectives, but how?.....



Who is it for?

This programme is ideal for first line managers perhaps moving from a technical to a people management role; those needing a little help enhancing business and client relationships or anyone needing to refresh their business relationship building skills.

Benefits

From attending this course people will be able to:-

- Understand the journey from Association to Trust through Rapport
- Appreciate the elements contributing to relationship building
- Explain factors that are drivers and barriers to managing relationships
- Give and receive effective feedback
- Appreciate the balance between sacrifices and benefits.
- Explore the skills and behaviours that support effective relationship management.

Content

- Relationship Management; exploring and defining
- The Trust Triangle
- Building Trust
- Rapport Building
- Questioning techniques
- Feedback; giving and receiving feedback

This list is not exhaustive so please talk to us if you don't see what you are looking for

Why X Learning?

Our training avoids the 'dull and boring' tag. We make this subject lively, fun, interesting and above all relevant by:

- Drawing learning from day to day events within the business
- Allowing participants to directly reflect on the organisation and the job they do
- Incorporating high levels of interactivity, for example:
 - Running light hearted but focussed business games
 - Using live company data where possible
 - Providing realistic case studies
- Cutting out the jargon and keeping things simple
- Encouraging group work
- Catering for different learning styles and providing multi sensory input

To discuss **call** Mike on 07899 728 628 or David on 07984 817 328
our office on 01908 632713 or **email** office@xlearning.co.uk



Programme length options; full day or 2 days depending upon your requirements

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