



## OVERVIEW

This engaging one-day workshop is designed for participants to better understand and demonstrate relationship building skills.

### By the end of this workshop participants will be able to:

- Articulate the mindset needed for an effective business relationship
- Practice listening in a way that strengthens relationships
- Identify ways to build trust in order to develop relationships
- Describe the importance of owning and managing perceptions
- List the five driving emotional needs we all share
- Analyze the importance of vulnerability and having a growth mindset on relationships
- Practice being a good complainer

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## PROGRAM FLOW: KEY CONTENT AREAS

### Welcome

- Introduction, learning objectives
- Challenges

### Mindset

- Relationship continuum
- Givers, takers and matchers

### Engage

- Thomas Kilmann adapted
- Manage perceptions
- Being present
- Listening

### Develop

- Driving needs
- Power of yes
- Trust triad
- Strategies to build
- Authenticity and vulnerability

### Sustain

- Emotional imbalance
- Four horsemen that destroy relationships
- Complain, defensiveness, contempt and stonewalling

### Workshop Close