

Relationship Management: Influencing Effectively Within Your Organization

Intended Audience	Senior-Level	Delivery Options	1.5-Day In-Person (Onsite or Seminar), followed by four virtual coaching sessions
HR Competencies	<ul style="list-style-type: none">• Relationship Management• Global & Cultural Effectiveness• HR Expertise (HR Knowledge)	Recertification*	<ul style="list-style-type: none">• SHRM: 15 PDCs• HRCI: 10.75

Program Overview

Learn to apply your natural strengths to influence and collaborate with leaders at each level of your organization. Enhance your leadership effectiveness, communication skills, and business acumen under the guidance of a leading coaching expert. Participate in four one-hour virtual follow-up coaching sessions to practice and apply key concepts and skills.

Program Objectives

This program is designed to provide you with the knowledge and skills necessary to:

- Influence different types of people, ease their concerns, inspire quicker decision making, and motivate them into action
- Explore ways to clarify and leverage everyone's distinctive strengths, which define them and position them strategically on teams
- Gain key insights on how to effectively communicate and present to all the different generations and personality types
- Give and receive feedback for timely course correction
- Navigate difficult conversations to productive outcomes

*This seminar requires the completion of a DiSC assessment prior to the start of class.

Program Modules

This program includes the following modules:

Day 1

- Module 1: Introduction
 - SHRM Information



*Visit shrm.org/seminars for the most up-to-date recertification credit details.

- Module 2: Creating a Winning Mindset
 - The relationship between attitude and success
 - The importance of creating a winning mindset and how it sets the foundation for all success
 - How to shift your mindset to overcome generational and technology challenges
- Module 3: Boosting Your Emotional Quotient (EQ)
 - The impact of emotional intelligence on success when working to influence and manage different personalities
- Module 4: Understanding Leadership
 - The characteristics and role of a leader in the workplace
- Module 5: Growing Your Self-Awareness
 - Keeping performance on track
 - Learning to leverage strengths
 - Uncovering blindspots
- Module 6: Managing Your Image
 - Communicating and creating your desired presence in the workplace
 - Managing your energy
- Module 7: Communicating Effectively
 - Ways to communicate clearly with different audiences both verbally and virtually

Day 2

- Module 8: Understanding Feedback
 - Learning skills to effectively give and receive feedback
- Module 9: Improving Team Effectiveness
 - Understanding team dynamics
 - Adding your qualities to create a positive and effective team environment
- Module 10: Managing Conflict
 - Effective strategies for working through conflict so as to improve team productivity
- Module 11: Practicing New Behaviors
 - The importance of practicing new behaviors
 - Time commitment to changing behavior
- Module 12: Conclusion
 - Group Coaching
 - The schedule and plans for follow-up virtual group coaching sessions
 - Evaluation