

# BUILDING POSITIVE WORK RELATIONSHIPS

COURSE OUTLINE

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DYNAMIC TRAINING BY THINK LEARN SUCCEED



# Training to inspire positive deviance

## Course overview

Creating positive relationships involves influencing conversational dynamics. Discover how to do this, even when you don't click with someone naturally. Find out how to 'be collaborative', overcome conflict and create positive impressions on clients. Get tips on building constructive relationship dynamics, turning around negative conversations and building trust with difficult people. In business, effective relationship management is the key to your success. This course helps you tackle crucial conversations confidently, so your relationships thrive.

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## What you'll learn in this course

**By the end of this course, you should be able to achieve these results.**

- Create healthy relationship dynamics
  - Improve the positivity ratio of your work conversations
  - Assess your behavioural style, so you can eliminate bad communication habits
  - Take an 'active constructive' approach to team communication
  - Build trust using a simple rapport-building formula
  - Use a four-step process to sort out conflicts or disagreements
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## Topics you'll cover

- Building healthy relationship dynamics
- Taking a constructive approach to relationships
- Becoming a trusted advisor
- Improving difficult relationships
- Action planning lab

## Meet your facilitator

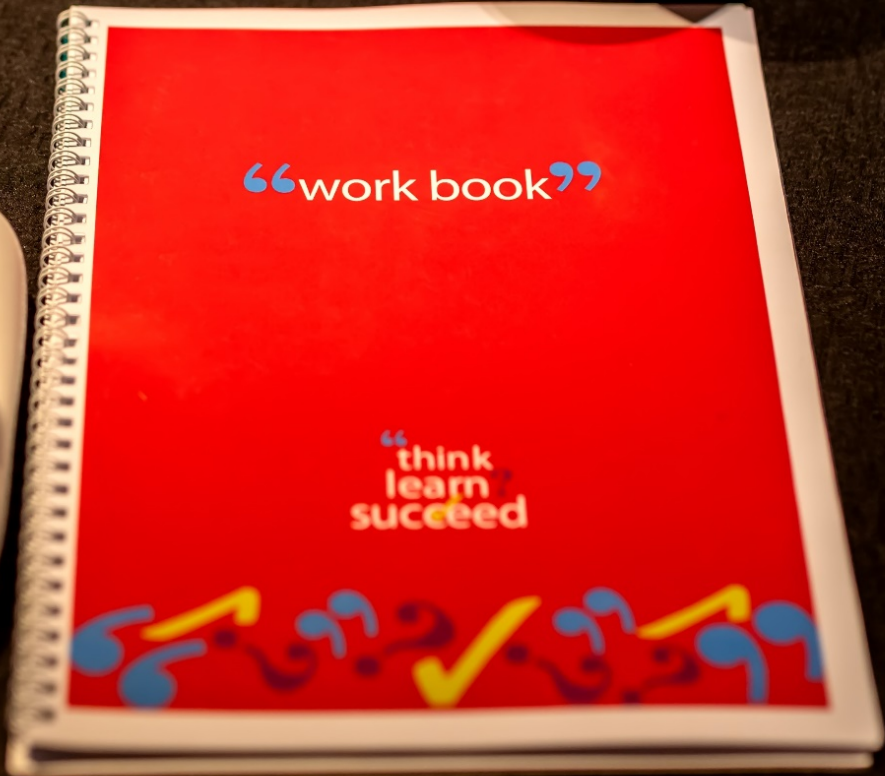
Eleanor Shakiba is a positive psychology trainer and success coach. Her training style is dynamic and bold, with a dash of quirky humour. She believes that interaction, activity and experimentation promote learning. That's why she uses experiential training techniques instead of 'chalk and talk' lectures.

In her early career, Eleanor ran an educational theatre company. In the mid 1990s, Eleanor discovered her passion for facilitation and adult education. She worked for ten years as a trainer and facilitator at the University of Sydney. In 2006, she founded Think Learn Succeed – a business which delivers training courses and coaching. Eleanor loves working with 'positive deviants'. These are people who differ from the norm in constructive ways. Eleanor works with positive deviants to create vibrant business cultures and peak performance.

Eleanor is qualified in Social Anthropology, Adult Education, Counselling and Positive Psychology. She delights in helping professionals learn skills for success in the real world, using interactive learning techniques. Her students describe Eleanor as 'a lively and enthusiastic presenter who can keep you engaged for hours.'

Creativity is Eleanor's signature strength. She loves using it to write books, video scripts and online training programs. Eleanor is the author of *Difficult People Made Easy* and is currently writing her second book, *6 Habits of Savvy Female Negotiators*. She has also created over 120 training programs and a range of online learning courses.





**BOOK THIS COURSE FOR YOUR TEAM**

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