COURSE SYLLABUS

Establishing Effective Relationships With Employees Course (Self-Paced)

Develop strategies to build productive and supportive relationships with employees that enhance morale, accountability, and performance.

Group classes (Live Online) and onsite training are available for this course. For more information, email onsite@graduateschool.edu or visit: https://www.graduateschool.edu/courses/establishing-effective-relationships-with-employees-course-self-paced



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Course Outline

Module 1: Understanding Myself and Others

- Identify and describe different personality types and work styles.
- Analyze how individual differences affect communication and productivity.
- Learn strategies for improving relationships through understanding personality traits.

Module 2: Creating Healthy Working Relationships

- Build trust and rapport with colleagues to foster collaboration.
- Use active listening techniques to enhance communication.
- Understand and advocate for personal and team needs.

Module 3: Team Dynamics

- Define team dynamics and their impact on workplace effectiveness.
- Explore Tuckman’s five stages of team development.
- Learn strategies to assess, improve, and rebuild team dynamics.

Module 4: Strengthening Team Relationships

- Create and implement a team charter for alignment and accountability.
- Explore team-building strategies, from icebreakers to mentorship programs.
- Understand the importance of recognition and appreciation in teams.

Module 5: Effective Communication Skills

- Master the communication model for giving and receiving direction.
- Adapt communication styles to suit different personality types.
- Learn effective feedback techniques and avoid common mistakes.

Module 6: Conflict Management Strategies

- Identify common causes and types of conflict in the workplace.

- Apply various conflict resolution approaches including collaboration and compromise.
- Evaluate the success of conflict resolution strategies and rebuild trust.