

# Building Positive Relationships

At the end of this course participants will be able to:

- Apply a range of skills for building positive relationships, including:
  - active listening
  - rapid rapport building
  - 'tough empathy' and
  - constructive responding
- Apply techniques for managing conflict
- Give constructive feedback
- Explain the concept of personality traits and interpret your own Facet5 personality profile
- Adapt your communication style when working with different personalities

## Background

Positive relationships are vital in all work situations – with colleagues, customers, and the wider stakeholder community. Almost nothing can be achieved without the support and cooperation of others. And whilst the importance of positive relationships is well recognised poor team-working, miscommunication and conflict are commonplace.

In this workshop, we take some of the latest thinking from Positive Psychology and the world of Emotional Intelligence to help delegates strengthen their communication and relationship skills. We introduce a range of techniques from active listening and rapid rapport building to constructive responding and how and when to forgive. These approaches help in many situations, including team-building, leadership, and networking.

Delegates also have the option of completing a Facet5 personality profile. This is a scientifically validated psychometric tool that provides a detailed and accurate measure of personality. This helps to raise self-awareness and provides key insight into how to adapt communication style with different personalities.



## Timing

This workshop runs for 1 day.

## Who should attend?

Anyone who wants to work effectively with other people.

## How many people can attend?

Up to 16 people can attend.

## What do people say?

*"Working with Matthew Critchlow has been both inspiring and enlightening. He has a wonderfully warm, engaging style matched with a depth and breadth of knowledge which translate into techniques that are easily accessible to delegates."*

James-Anderson Dixon,  
Nationwide Building Society.

## Course Contents

- The fundamental elements of positive relationships
- The do's and don'ts of effective communication
- Skills for developing positive relationships:
  - How to build rapport quickly
  - How to be an 'active listener'
  - How to practice compassion, empathy and 'tough empathy'
  - How to be a constructive responder
- Body language - what it means and how to use it
- How to give constructive feedback
- Managing conflict with non-confrontational dialogue
- Understanding personality traits and why we're all different
- How to adapt your communication style to engage with different personalities

## Further Learning

This workshop is delivered as part of our resilience programme. The additional modules include: Building Personal Resilience (1-day workshop), Unleash Your Strengths (1-day workshop) and a module for managers: Building Resilient Teams (1-day workshop). These are all based around the all based on the Six Elements of Resilience®. Please see our training brochure or visit our website ([www.thisisthrive.com](http://www.thisisthrive.com)) for further details.