



LIVE SEMINAR

Strategies to Build Rapport and Work Well with Others



THIS SEMINAR AT A GLANCE:

- Gain people skills that smooth out even your rockiest workplace relationships
- Become a more valuable employee and team member
- Know how to increase your circle of influence in your department, organization and other professional associations
- Be able to defuse conflicts and bring about win-win agreements
- Understand how to deal with different behavior styles to bring about positive outcomes
- Maximize your strengths and be able to eliminate or downplay your weaknesses
- Eliminate misunderstandings that lead to hurt feelings and damaged relationships
- Deliver criticism without interpersonal backlash
- Gain exceptional listening skills that enhance communication and understanding

Strategies to Build Rapport and Work Well with Others

S E M I N A R S U M M A R Y



Exceptional organizations demand outstanding people skills

Organizations need employees who can get results with and through others. Those who are consistently able to work well with all kinds of people, eliminate interpersonal conflict, help teams perform better and improve communication department-wide. They are truly valuable assets to their organizations.

Top organizations have long realized it takes more than technical skills for an employee to be highly valuable. It takes the ability to build rapport and communicate effectively with coworkers. Even the smallest investment in training that equips employees with strong interpersonal skills is repaid many times over through a smoother-operating, more productive workplace.

Seminar Objectives:

- Understand why people behave the way they do
- Recognize the different personality types and how to bring out the best in each
- Communicate confidently and persuasively to short-circuit conflict and gain consensus
- Make a lasting, good first impression from your first “hello”
- Identify and eliminate behaviors and habits that can hold you back
- Use the best listening techniques to strengthen communication
- Deliver criticism without inviting interpersonal backlash
- Use nonverbal communication skills to improve relationships
- Learn a step-by-step system to build your personal circle of influence

PROGRAM AGENDA

Handle all kinds of people with tact and skill

- Know the four behavior styles and how to deal with each for best results
- Recognize the “triggers” that set off difficult people
- Understand how your attitudes toward people affects their behavior
- Three ways to minimize the impact of a coworker’s negative attitude
- Learn listening skills that help you hear what’s not being said
- Two actions that bring out the best in others in every situation
- Identify subtle ways you may unknowingly be encouraging difficult behaviors in others

Build consensus from conflict

- Understand the best thing to do when an adversary “digs in” and won’t budge
- Recognize when you may be the problem
- Ensure a win-win outcome — and why it is so important
- Discover a new way to approach coworkers you’ve never seen eye-to-eye with
- Ten questions to ask yourself before a confrontation
- Determine the difference between healthy vs. unhealthy conflict
- Survive a conflict with your ego in tact
- Maintain control in the most antagonizing situations
- Identify and deal with hidden objectives

Build rapport with practically anybody

- Realize the difference between paying attention and really listening
- Understand hidden forms of communication
- Three ways to promote consensus
- Strengthen rapport in your organization — up and down the ladder
- Break out of your comfort zone: when to take a communication risk

- Four ways to interpret odd behavior
- Hone the crucial skills that make every great communicator a great listener

Tackle tough interpersonal situations with diplomacy and skill

- Use key phrases to neutralize conflict and smooth out relationships
- Defuse hostilities before they get out of control using this five-step program
- Approach known “hot spots” in a way that keeps tempers under control
- Learn strategies for getting adversaries to see things from your point of view
- Recognize when to stand your ground and when to walk away
- Say “no” without alienating colleagues, managers and staff

Sell yourself to others

- Realize how others see you — your strengths and areas for improvement
- Discover a simple process for clarifying your values and setting goals for growing your people skills
- Learn the secret to making others feel valued, important and comfortable
- Avoid being thought of as arrogant when you are just nervous or shy
- Comfortably talk to anybody — even strangers — at professional gatherings
- What savvy professionals do the day after they’ve met a new contact

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