

Effective Business Relationship Management

Effective business relationship management builds successful businesses

1 day in-house course

Overview of course content

An organisation's success depends on the ability of its people to co-operate, collaborate and work seamlessly, appearing to the world as a single entity. This can be a major challenge. Pressures of time and money, internal structures, geographical distance, differing KPI's and more - all serve as blocks to effective business relationship management and productive collaboration.

- **Building rapport trustworthiness and understanding**
- **Increasing self-awareness**
- **Identify and embrace different working styles and personalities**
- **Understand who your stakeholders are and how you can influence them**
- **Develop presence**

Who is this course for?

Anyone who needs to build long-term, trust-based relationships. The programme is equally applicable for:

- People involved in client and stakeholder facing work
- Internal support functions whose effectiveness is dependent on the quality of the relationships they have with those they work with and support.

Key Benefits

Interact effectively with colleagues and stakeholders through a deep understanding of their needs and goals

Identify strengths, weaknesses and opportunities in your work relationships

Learn to flex your communication and working style to handle any situation

Develop key influencing skills

Duration and format

Comprehensive 1-day in-house or public course that can be tailored to meet particular requirements.



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Additional course detail

What's it all about?

An organisation's success depends on the ability of its people to co-operate, collaborate and work seamlessly, appearing to the world as a single entity. This can be a major challenge. Pressures of time and money, internal structures, geographical distance, differing KPI's and more - all serve as blocks to effective collaboration.

This workshop, focuses on how to build trusted relationships with colleagues and other stakeholders that enhance an organisation's relationship capital. You will start by understanding your own working style and how you come across so that you can build awareness of the impact it has on every working relationship. Identify how to ensure you 'walk a mile' in someone else's shoes so that you can truly get the best understanding of where they are coming from and what they hope or need to achieve.

How do we do it?

We will look at how you identify and manage your stakeholders in relation to the potential impact they have on future opportunities for you - understand what they think of you and what you can do to proactively manage each relationship.

- Building self-awareness to build self confidence
- Understanding your stakeholders
- Credibility matrix - where do you sit now? What would your stakeholders say?
- How do you show curiosity?
- Building rapport
- Showing empathy
- Steps to becoming a trusted advisor
- Understanding and matching to others' style and preferences
- Now versus Long term - getting both right
- Influencing skills and styles

