

MANAGE EFFECTIVE WORKPLACE RELATIONSHIPS



BUSINESS CHALLENGE

This programme describes the outcomes required to manage effective workplace relationships with particular regard to communication and representation. This involves analysing and communicating information, establishing systems to develop and maintain effective working relationships and networks, and implementing strategies to overcome difficulties.



TARGET AUDIENCE

This programme applies to managers who have a role in developing and maintaining positive relationships in internal and external environments.



LEARNING OUTCOMES

On successful completion of this programme, it is expected you will have the tools to be able to;

- Manage information and ideas
- Establish systems to develop trust and confidence
- Manage the development and maintenance of networks and relationships
- Implement strategies to manage difficulties to achieve positive outcomes



PROGRAMME STRUCTURE

This programme is highly practical and encourages participation through discussion, case study analysis and application. Course case studies could be switched to actual strategy/change situations as a workshop.



DURATION

Duration: 1 day

Professional Development Framework: - Capable Manager
- Frontline Management

Further Development: - Train the Trainer
- Facilitation Skills
- Workplace Assessment
- Needs Analysis and Programme Design
- NZIM Diploma in Frontline Management



LOOKING FOR A QUALIFICATION?

Manage Effective Workplace Relationships can be completed as a one-day stand-alone workshop or as part of the NZIM Diploma in Frontline Management programme graduating with the NZIM Diploma in Management (Advanced). For more information please refer to NZIM Qualifications.



IN-COMPANY OPTION

NZIM will partner with you to deliver a customised programme for your organisation. NZIM partner with some of New Zealand's leading organisations, to deliver high quality learning programmes, designed to meet specific organisational needs.