



“ Do you have the courage to move outside your comfort zone ”

Benefits



- ✓ **INCREASE** staff capability to hold respectful discussions with others – particularly when under increased pressure
- ✓ **ENHANCE** the performance and capacity of people and organisations to collaborate and communicate effectively with each other
- ✓ **PROMOTE** healthier workplaces – where conversations are valued not feared
- ✓ **REDUCE** feelings of disempowerment, anxiety and stress which can arise when issues and concerns aren't raised and discussed
- ✓ **IMPROVE** self-esteem and confidence in responding to challenging behaviours
- ✓ **CREATE** a culture that can respond with confidence to challenging situations and settings
- ✓ **SUPPORT** organisations in establishing and promoting 'respectful workplace policies'
- ✓ **REDUCE** the need for more adversarial interventions when raising issues and concerns and when communication becomes strained
- ✓ **APPLY** a method to effectively engage others to return to cooperative behaviours when they are negatively affected by pressure and stress
- ✓ **RECOGNISE** the varying levels of receptiveness in a high stakes setting, and alter the language of to more effectively engage others
- ✓ **INCREASE** job satisfaction and employee retention levels

IMPROVING WORKPLACE COMMUNICATION

Enhancing Stakeholder Relationships

Program Background

Whenever people work with other people, challenges are inevitable. Different views, opinions, beliefs, knowledge, skills, motivation and other variables can be tricky to navigate. Along the way ego's can be bruised and business progress can be stifled. The environment can add further pressure and stress, making 'working together' for some seem impossible.

A dysfunctional work area can emerge, not because people lack the technical skills related to their job or role, but often because friction with others has manifested into something more significant and led to counterproductive behaviours negatively impacting the relationship and their performance.

When something goes wrong, blame is often the default response. It's very much a part of human DNA – engineered to always 'protect self'. Communication may or may not take place as frustration and fears increase and peoples defensive response begins to dictate what they will or won't do. The need to succeed with others, problem solve, plan and work things out together, becomes confused with a need to protect, a need to feel in control and a need to win.

For both individuals and organisations to achieve their goals, it's imperative that people work collaboratively - with communication often playing a pivotal role.

➤ Program Overview

This program is focused on developing skills to cultivate outstanding working relationships and repair and improve those that may have become strained. Within an organisation, this relates to colleagues, peers, staff who report to you, or visa versa. Skills in this program are equally applicable for relationships with contractors, suppliers and other external stakeholders.

The program explores how being human, even with its social interdependence, can involve dysfunctional and maladaptive behaviours towards others. A culture of internal competitiveness can emerge. Negatively primed emotions can motivate people to act in ways that are disrespectful and can do harm to workplace performance, individual health and wellbeing.



The CARM® Approach, incorporates a number of proprietary tools and frameworks, underpinned by emotional and social intelligence competencies.

Tailored learning resources and activities can incorporate customised case study reviews, interpersonal and values based diagnostics, criterion based observation and performance coaching. Discussions invite participation and the sharing of experiences, challenges and ideas.

Participants engage in a learning experience that will probe and challenge their thinking about themselves and about others. They will better understand how thoughts and feelings are entwined and impact behaviour. They will identify values that are key to a healthy, trusting, high performing relationship. And they will develop an approach to communication that is empathic, persuasive and one that engenders and promotes mutual respect.

➤ Topics Covered

Module 1: The need for effective communication

- Stakeholders – who are they really?
- Benefits and consequences of communication

Module 2: Barriers to effective communication

Awareness skills – self and others

Incorporates CARM® Cognitive & Behavioural Map

- The setting and the human ego – disposition / needs and fears. Why interactions become so “powerful”
- Emotions and dialogue – self and others
- Beliefs – what role are they playing?
- Challenging assumptions - attribution error

Module 3: Relationship Values

Incorporates Relationship Values Diagnostic

- Identifying positive relationship-centered values to align with collaborative communication behaviours

Module 4: The CARM Approach to Influencing & Negotiation

Behavioural Skills

Incorporates CARM® Persuasive Influence Model and Stakeholder Engagement Plan

- Enabling a collaborative negotiation mindset
- Adopting a helpful demeanour with influencing and respectful language

➤ Training Solutions

- Stand alone facilitated sessions (Duration: 2 days)
- Delivered in-house to workplace groups or delivered as coaching sessions to individuals
- Can be integrated with e/m learning options & blended delivery options with video/scenarios
- Suitable for all staff, team leaders, supervisors or managers.

CUSTOMISATION: Our training solutions are contextualized to meet your specific learning & skill development needs, including your industry, operating environment, business and risk management profile.



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