COURSE SYLLABUS

Building Effective Organizational Relationships: A Supervisor's Rx Course

Build strong workplace relationships and leadership presence to improve teamwork, collaboration, and mission execution.

> Group classes (Live Online) and onsite training are available for this course. For more information, email onsite@graduateschool.edu or visit: https://sdfm.graduateschool.edu/courses/building-effective-organizational-relationships-a-supervisors-rx



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Course Outline

Module 1: The Changing Organizational Culture in America's Workplace

- Examine the components of organizational culture and its impact on performance
- Understand demographic shifts and generational differences in today's workforce
- Identify workplace culture challenges and opportunities for supervisors
- Explore strategies to navigate and influence evolving organizational environments

Module 2: Self-Awareness and Personal Effectiveness

- Develop greater self-awareness and identify personal behavioral styles
- Learn about the Social Style Inventory and the impact of emotional intelligence
- Assess personal effectiveness through social and emotional competencies
- Practice adaptability, versatility, and authenticity to strengthen relationships

Module 3: Navigating Relationships at Work

- Build trust-based relationships with subordinates, peers, and superiors
- Understand and leverage the psychological contract in the workplace
- Foster psychological safety and employee engagement
- Apply the Value-Added Relationship Management (VARM) model

Module 4: Communication 3.0

- Refine communication skills with a focus on listening and feedback
- Recognize and overcome communication barriers in supervisory roles
- Use models like Shannon's Communication Process to enhance clarity
- Practice giving and receiving feedback to foster productive relationships