

# Building Effective Organizational Relationships: An Employee's Rx Course

Develop the ability to build strong, respectful, and collaborative workplace relationships through active listening, feedback, and engagement strategies.

Group classes in Live Online and onsite training is available for this course. For more information, email [onsite@graduateschool.edu](mailto:onsite@graduateschool.edu) or visit: <https://sdfm.graduateschool.edu/courses/building-effective-organizational-relationships-an-employees-rx>



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## Course Outline

### Module 1: Understanding the Changing Workplace

- Define organizational culture and identify its key elements and dynamics
- Explore the 7 characteristics of organizational culture
- Explore demographic shifts, diversity, and generational influences on the workplace
- Identify personal strategies to navigate evolving workplace cultures
- Understand the forces shaping modern workplace environments

### Module 2: Self-Awareness and Personal Effectiveness

- Understand internal and external self-awareness and how they affect workplace relationships
- Learn about Social Styles (Driver, Expressive, Amiable, Analytical) and the dimensions of assertiveness, responsiveness, and versatility
- Explore the relationship between emotional intelligence and social awareness
- Identify personal behaviors to enhance workplace effectiveness and communication

### Module 3: Understanding the Keys to Building Effective Subordinate–Supervisory Relationships

- Define and develop high-quality relationships with supervisors
- Understand the psychological contract between supervisors and employees
- Learn how to build trust, communicate openly, and provide feedback effectively
- Explore strategies for repairing and maintaining supervisor–employee collaboration

### Module 4: The Employee's Vantage Point: Communication 3.0

- Improve communication skills through active listening and feedback techniques
- Identify and overcome common communication barriers in the workplace
- Learn to deliver and receive feedback using a structured approach
- Apply models like Shannon's Communication Model and Emotional Intelligence to interpersonal communication