COURSE SYLLABUS

Establishing Effective Relationships With Employees Course

Develop strategies to build productive and supportive relationships with employees that enhance morale, accountability, and performance.

> 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/establishing-effective-relationships-with-employees



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Course Outline

Module 1: Understanding Myself and Others

- Identify and describe different personality types and work styles.
- Analyze how individual differences affect communication and productivity.
- Learn strategies for improving relationships through understanding personality traits.

Module 2: Creating Healthy Working Relationships

- Build trust and rapport with colleagues to foster collaboration.
- Use active listening techniques to enhance communication.
- Understand and advocate for personal and team needs.

Module 3: Team Dynamics

- Define team dynamics and their impact on workplace effectiveness.
- Explore Tuckman’s five stages of team development.
- Learn strategies to assess, improve, and rebuild team dynamics.

Module 4: Strengthening Team Relationships

- Create and implement a team charter for alignment and accountability.
- Explore team-building strategies, from icebreakers to mentorship programs.
- Understand the importance of recognition and appreciation in teams.

Module 5: Effective Communication Skills

- Master the communication model for giving and receiving direction.
- Adapt communication styles to suit different personality types.
- Learn effective feedback techniques and avoid common mistakes.

Module 6: Conflict Management Strategies

- Identify common causes and types of conflict in the workplace.

- Apply various conflict resolution approaches including collaboration and compromise.
- Evaluate the success of conflict resolution strategies and rebuild trust.