

# workplace relationships

fmi course number: FM03

Duration  
1 day

## .....course overview

This course explores the way Frontline Managers play an important role in developing and maintaining positive relationships in the workplace with their team, their peers and their own managers as well as customers and suppliers.

This workshop helps participants plan and deliver effective communication, which both informs and persuades and is truly two-way communication involving effective listening, interpretation of body language and people skills. It helps take into account different relationship styles that may exist in the workplace to optimise effectiveness. Strategies for relationship building and effective workplace networking are further explored.

It also provides principles and helps develop skills for handling difficult situations in a positive and assertive way.

This workshop is excellent for developing the people skills, which are a cornerstone for effective people management.

## .....key content

- ✓ Effective people skills
- ✓ Communication skills
- ✓ Managing communication to optimise results
- ✓ Overcoming barriers to communication
- ✓ Gaining trust and confidence
- ✓ Relationship styles, emotions and attitudes
- ✓ Building workplace people networks
- ✓ Managing difficult situations and conflict situations
- ✓ Negotiating in an assertive way



## .....what objectives can I achieve?

1. Gather, convey and receive information and ideas
2. Develop trust and confidence
3. Build and maintain networks and relationships
4. Manage difficulties to achieve positive outcomes

## Who this course is useful for

All managers working at frontline level from team leaders, supervisors, frontline managers, unit or section managers, customer service or sales managers, divisional unit managers. All other people who would benefit from an increased ability to meet the outcomes of this course as part of their role at work.



### Resources for this Course

A **Learning Guide** is provided for this course. It contains notes and can be used for participant's own notes.

### Assessment

Assessment for this course is optional. This course can be linked to competency unit *BSBWOR401A Establish Effective Workplace Relationships* (assessed at Certificate IV level). Please contact us for further details

### Dates and locations

**Course Dates:** Sydney

For dates please see FMI Public Course Calendar at [www.frontlinemanagementinstitute.com.au](http://www.frontlinemanagementinstitute.com.au)

**Time:** 9am to 4.45pm

Location is close to Sydney CBD. You will be advised of the exact location by email one week prior to commencement.

### Fees

For fees please see FMI Public Course Calendar at [www.frontlinemanagementinstitute.com.au](http://www.frontlinemanagementinstitute.com.au)

### Corporate Versions of this Course

This course can be tailored for corporate requirements as an in-house course.

### Booking

To book, phone +612 9660 0199

Email fmi to find out how we can help you:  
[fmi@managementcando.com](mailto:fmi@managementcando.com)

### Contact frontline management institute

Email: [fmi@managementcando.com](mailto:fmi@managementcando.com)

Web: [www.frontlinemanagementinstitute.com.au](http://www.frontlinemanagementinstitute.com.au)

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Location & Post

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