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Relationship management:

Building relationships

Your business success depends on your capacity to create and maintain effective working relationships. We coach you through a number of skills that will enhance your ability to build these.

What are good relationships?

- What is meant by client/stakeholder relationships?
- Why are they important?
- Factors that help or hinder them

Finding time to build relationships

- Managing your time so you can focus on this
- Networking to build those long term relationships
- Setting up a relationship building system – the practicalities
- Finding the opportunities that are in front of you

Great communication skills – the key to relationships

- What goes wrong in the basic communication?
- Effective listening – the vital skill
- Establishing rapport – how to get on their wavelength, even when it's hard
- Asking questions to uncover their needs
- Relationship building for introverts
- Using these skills in the broader work context

Being pro-active in client/stakeholder communication

- Steering client discussions
- Managing expectations
- Dealing with difficult situations

Where to from here?

- The internal affects the external – managing your internal relationships
- Action plan for progress