

MASTER THE ART OF RELATIONSHIP MANAGEMENT



Course leader:
MARGARET CONSIDINE

THEME

Today in the current world we live in, the skills of effective relationship management are the key to a successful, harmonious work environment. Doing the job while building good relationships is essential to doing good business. Bolstering your repertoire, your self awareness and control, your preparedness while instinctively sharpening your tools of diagnosis, interaction and resolution is critical for individuals managing client expectations and complaints.

Highly experienced investigator, mediator, negotiator and management specialist Margaret Considine delivers this dynamic and practical two-day course. She provides practical advice on how to develop your interpersonal skills that resolve differences and maintain relationships in every day situations. A focus is placed on building successful relationships and developing an empathic focussed approach to queries, complaints, investigations and doing the job with heart, spirit, professionalism and control.

BENEFITS

On completion of this course you will:

- Understand the power of positive relations at work.
- Master the building blocks of effective interaction.
- Identify preferences in interactions and how to harness the power of resonance in on your feet skills
- Become adept at handling difficult conversations including dealing with high emotion.
- Practice elements of mediation and negotiation that navigate successful resolution
- Understand the power of questioning, listening and persuasion in gathering data to inform and shape the intervention process.
- Identify problem solving tools, tactics, models and best practice, to maximize your objective.
- Create an awareness of own conflict handling style and understand adversarial versus partnership approaches.
- Prepare and design a total intervention plan, including personal objectives for implementation.

DESIGNED FOR

Directors, Managers at all levels and Functional Specialists

PROGRAMME OUTLINE

Building blocks of good relations & managing customer expectations in context

- Life is a 'dance' – identify the steps that work: 'power & place' 4 Pillars of relationship building
- Identifying preferences: Develop a tool box to satisfy the preferences of all those you interact.
- NIP approach to problem solving in relationships – internal or external. Resolve needs not just arguments.
- Master the key target behaviours of questioning and listening

Patterns of Behaviour in human interactions

- Consequential effect of behaviour: Prisoners Dilemma Exercise
- Adapting your style to the situation
- Building rapport – tools and tactics
- Interacting for impact: creating resonance and effect.
- Communication techniques that resonate your message in person or over the phone
- Do's and Don'ts in intervening in disputes.

The skills of mediation in problem solving

- Using the principles of mediation to resolve problems
- Skills of mediation in action in every day situations
- Harness the power of handling difficult conversations
- Conquer the three elements of opening a 'complaint' meeting
- Conducting an effective investigation process – tools and tactics
- Making an effective closing

Negotiate your way through difficult situations

- Preparing to investigate – principles
- Conducting an effective investigation process – tools and tactics
- Gathering information and evidence in a non attributional or accusational way
- Do's and Don'ts

Managing Differences

- Managing the differences exercise: Understand own conflict handling style and how it guides your approach to conflict resolution
- Managing the 'over competitive' and the 'avoider'.
- Dealing with high emotion
- Ten Nightmare tactics employed in complaint handling
- Identifying and focusing on your priorities in situations of anxiety

The art and science of persuasion and getting people to say yes to you

- Six principles of persuasion – Essential in 'tough spot' negotiations.
- Practice exercise.

Application workshop

- Exercise. Practicing your problem solving skills. Participants will develop a keen self awareness and control, will harness best practice tactics and tools of a range of intervention methods and use feedback to improve their performance and practice of problem solving intervention.
- Action Plan (team work). Participants select concepts from the elements of the programme and focus on the practical application of them by developing personal action plans for implementation.

The programme has been approved by the HRDA. Enterprises participating with their employees who satisfy HRDA's criteria, are entitled to subsidy.

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FACULTY

Margaret Considine

MA [Conflict & Mediation] MSc [Mgmt. OB], BA[Mgmt], H. Dip[Mediation], M.A.A.T. MMII.

Margaret Considine is Managing Director of Equita Consulting Limited, a European based management consultancy professional services firm.

Margaret is a experienced Management Consultant, Mediator, Investigator and Trainer working extensively in public and private sectors in Ireland, Europe and the Middle East. Margaret works in assisting organisations in management development, interpersonal effectiveness, influencing, negotiations, coaching, mediations & HR / legal complaints. Prior to establishing Equita [based on the word Equality] in 2004, Margaret worked extensively across the UK, Europe and the USA and continues to actively work in Europe. Formerly General Manager with a Dublin based consultancy firm, prior to that, Margaret held a number of national and international senior posts to directorship level in both consulting, service and manufacturing organisations.

Margaret has worked with major companies and international brands. With a background in Organisation Development, Cobol programming, accounting, HR, sales, operations, marketing and general management, Margaret's experience stretches across a number of industry sectors including I.T., recruitment, distribution, manufacturing, consultancy, banking, fast food, education, health and tourism sectors. Margaret was involved in two start-ups – one backed by EI High Potential team and Benchmark Capital.

In 1997 Margaret was awarded the IMI (Irish Management Institute) Award for Excellence and holds the post of Associate Faculty Member, regularly designing, programme directing, leading or contributing on programmes since 1996, including University of Dublin Trinity College Masters programmes. Margaret has directed the Public Negotiations Skills & Influencing programmes in the IMI for many years Margaret lectures in Leadership, Interpersonal Effectiveness, Communication Skills, Human Resource Management, Strategy, Organisation Behaviour, Communication, Organisation Development, Marketing and specialises in Conflict Resolution, Influence & Persuasion, Mediation & Negotiation Skills- both in practice and in training.

Margaret wrote six books, four textbooks on psychology and work, communication, Management Theory & Practice and strategic HRM and one coffee table book on the history of Carrickmines Croquet & Lawn Tennis Club and in December 2008 launched her latest book on n Bullying and Harassment. – In national bookstores. Margaret is currently writing a book on strategic negotiations – due in stores in November 2011.

ENROLMENT DETAILS

- Venue** Hilton Cyprus, Nicosia
- Dates** 7 - 8 June 2012
Sessions start at **8 am** and finish at **3.15 pm**
- Participation Fee** €800.00 plus V.A.T.
payable in advance to:
HEAR & KNOW CONSULTANTS LTD.
This includes the cost of materials,
coffee on arrival, one coffee break
and lunch.
- HRDA Subsidy** The subsidy is €247.00 per eligible participant.
- To Enrol** Please complete and return the attached enrolment form to:
HEAR & KNOW CONSULTANTS LTD.
P.O. Box 42102, 6531 Larnaca
- Cancellations:** If received in writing not less than fifteen days before the start of the course your full fee will be returned minus €171.00 handling charge.
With less than fifteen days notice no fee will be returned.
However, substitutes are welcome.
- For Bookings:** Please fax your completed application form to
Pepa Hadjiyiannadjis. Fax. 24638755.
e-mail: hereknow@cytanet.com.cy
- For Information:** visit our website: **www.hear-know.com**
or please ring: Pepa Hadjiyiannadjis at 24638401.
Tony Hadjiyiannadjis 99461554
e-mail: hereknow@cytanet.com.cy

ENROLMENT FORM

MASTER THE ART OF RELATIONSHIP MANAGEMENT to be held on 7-8 June 2012

Please use one enrolment form, or photocopy, per participant

Three easy ways to enrol: By Fax. 24-638755 - By Post P.O. Box 42102, 6531 Larnaca - Cyprus

By e-mail: hereknow@cytanet.com.cy

Please enrol the following participant on this course and mail to us your invoice

SURNAME _____ FIRST NAME _____ POSITION _____

COMPANY _____ TEL. _____ FAX. _____

ADDRESS _____ E-MAIL _____

SIGNATURE _____ TYPE OF BUSINESS _____