



## Course Outline: RELATIONSHIP MANAGEMENT

Relationship management (interpersonal skills) is one of the five domains of Emotional Intelligence.

The domains are: **intra-personal** (the ability to understand and manage yourself); **interpersonal** (the ability to interact and get along with others – relationship management); **stress management** (the ability to tolerate stress and control impulses); **adaptability** (the ability to be flexible and realistic and to solve a range of problems as they arise) and **attitude and mood** (the ability to maintain a positive attitude, particularly in the face of adversity and the ability to feel satisfied with life.) Emotional intelligence is the innate potential to feel, use, communicate, recognise, remember, learn from, manage and understand emotions.

**Display the behaviour you expect from others.** In other words, if you want respect from someone, then show them respect. If you want others to have compassion for you, then show compassion to them. Intimate relationships work on the same principal. If you want trust, love and respect from your spouse or partner, then you must display those behaviours to them. It works like a boomerang - it comes back! Once you 'get' that, you will understand the basics of building relationships with anyone. Your interaction with people will improve dramatically.

### COURSE OUTLINE

1. What is Relationship Management?
2. Emotional Intelligence
3. All Business Is Built On Relationships
4. Managing Expectations
5. Understanding Behaviour
6. Building Rapport and Trust With Others
7. Emotions
8. Communication:
9. Personal Needs Of Role-players
10. Boundaries
11. Manage Upwards. **Continue... / Relationship Management**



## Continue... / Relationship Management

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Building relationships takes time and effort but it is extremely rewarding. You have to be prepared to commit yourself and expect not to always get what you want. Building bridges is one of the most fundamental and crucial of all strategies when climbing the corporate ladder. Successful people make it their business to build relationships and to heal broken ones.

### DURATION

Two days.