

Relationship Management

This programme is designed to give participants the necessary managerial skills to manage internal and external corporate relationships. Areas covered are:

- Internal & External Liaison
- Internal & External Networking
- Establishing Positive & Productive Relationships
- Conflict Management
- Practicing Effective Interpersonal Skills



COURSE DURATION: 2 DAYS



About the course

SETQAA Accreditation
Services SETA - Decision Number 2072
NQF Level: 5
Credits: 6

Target Audience

The target audience would typically consist of managers and supervisors or any person interested in enhancing their interpersonal effectiveness.

Training Methodology

The methodology is based on interactive learning ie: learners will learn by doing. As with all Quintica training programmes, we strive to effect actual change back at the workplace through effective and practical outcomes based training.

Course Outline

This 2 day course will cover the following modules:

Module 1: Introduction to relationship management:

- Understanding the concept of relationship management
- The impact of relationship management on performance

Module 2: Corporate liaison skills:

- Basic principles of corporate liaison
- The relationship between networking & liaison
- Coordinating planning efforts and information
- Liaising the communication between groups

Module 3: Corporate networking skills:

- Internal vs. external networking
- The benefits of corporate networking
- The art of purposeful networking
- Maintaining the corporate network

Module 4: Establishing positive and productive relationships:

- The relationship between production & positive relationships
- Building positive relationships
- Dialogue & trust

Module 5: Conflict management:

- Working with and connecting to difficult people
- Understanding basic behavioural styles
- Conflict and assertiveness
- Turning enemies into alliances

Module 6: Practicing effective interpersonal skills:

- The process of developing effective interpersonal skills
- Working with prejudice
- The art of relating to people

Bookings and Enquiries

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