

Effective Communication to Enhance Relationships Live Online

Introduction

Research by Dale Carnegie found that the emotional trigger that drives employee engagement is trust. Yet some statistics say that a staggering 40 percent of employees don't trust management. This creates a conundrum, because employees are motivated by working in a trusting environment, yet too many times find themselves in one where they lack this foundation. As a leader, it's your responsibility to avoid this gap by fostering a culture of trust, and that starts with building trust between yourself and each team member.

This webinar helps people understand the four dominant personality styles: Driver, Expressor, Amiable, and Analytical. Knowing your style, strength and weaknesses is an important element to help reach across barriers and connect with others. Then you can focus on understanding others and use effective approaches to build collaboration. You will also learn the difference between trust, credibility, and respect, and how their nuances contribute to your ability to lead people to great heights. Building and restoring trust is not easy but using the right techniques and tools will engender a healthy environment that engages people and create enhanced relationships.

Course Objectives

- Modify your behaviors to be able to connect with people of different styles
- Influence attitudes and behaviors of others
- Discern the differences between trust, credibility, and respect and how they interconnect.
- Cultivate a trust-based work environment using proven principles.
- Appreciate how trust is cornerstone to employee engagement and retention.

Materials

Digital Participant Manual
Digital Dale Carnegie Golden Book

Trainers

Trainers are selected professionals who have completed extensive training before certification is granted. Annual recertification training is required. Participation, coaching and guided discussion is the primary methods of delivery.

Effective Communication to Enhance Relationships Live Online		
Time	Module Title	Learning Objectives
4 hours	Effective Communication to Enhance Relationships	<ul style="list-style-type: none">• Modify your behaviors to be able to connect with people of different styles• Influence attitudes and behaviors of others• Discern the differences between trust, credibility, and respect and how they interconnect.• Cultivate a trust-based work environment using proven principles.• Appreciate how trust is cornerstone to employee engagement and retention.

Duration : 1 session, 4 hours

Class Size : Minimum 15
Maximum 30

Language : English

Platform : Zoom

Fees : RM 350 (Subject to 6% SST)