



## Building Great Relationships

### What you'll learn

- ✓ About Positive Relationships
  - ★ Identify your own strengths and weaknesses in interpersonal skills
- ✓ Models of Behavior
  - ★ Understand the important parts of communications skills
- ✓ Building Rapport
  - ★ Use communication in a positive and effective manner
- ✓ Increasing your Likeability Factor
  - ★ Recognise traits we like in others and seek positive signs to develop these
- ✓ The Assertive Approach to Relationships
  - ★ Understand how most human communications work
- ✓ Influencing Relationships
  - ★ Use vocal tone and power appropriately in communication
- ✓ Openness, Disclosure and Feedback
  - ★ Refuse requests assertively while retaining good working relationships
- ✓ Effective Networking
  - ★ Use assertiveness effectively in a range of situations

### What does our Building Relationships course cover?

#### Who Wants a Course That Will Make Them More Likeable?

Well, that's what this course does.

And it teaches you how to achieve it within a structure so you understand how things fit together.

You will learn how to have genuine, sustainable and mutually beneficial relationships that take you to a new level in your interactions with friends, family and co-workers.

And because we take a full look at the subject from several perspectives, even the most seasoned professional will get some great takeaways from this course.

We give you proven ideas and tools to have better, stronger, longer-lasting relationships. With everyone. Do we need to say more?

This Relationships skills training course, like all our courses, has been developed over many years of classroom and online delivery. Content has been thoroughly researched and is constantly updated so it's always leading edge. It's delivered by professional presenters and is full of practical knowledge and solutions.

Still wondering whether to do the course?

Just think about this: how much would you benefit if you had better relationships skills?

# Course content for Building Great Relationships

1		<b>1 - About Positive Relationships</b> <ul style="list-style-type: none"><li>» Forced Relationships</li><li>» Influences in Forming and Building Relationships</li><li>» Why we Need Positive Relationships</li><li>» Identifying What You Need From Relationships</li></ul>	<div style="width: 30%;"></div>
2		<b>2 - Models of Behavior</b> <ul style="list-style-type: none"><li>» The Betari Box</li><li>» Strokes</li><li>» Transactional Analysis and Ego States</li><li>» The Three Parts of Communication</li><li>» Assertiveness vs Responsiveness</li></ul>	<div style="width: 35%;"></div>
3		<b>3 - Building Rapport</b> <ul style="list-style-type: none"><li>» What Is Rapport Building?</li><li>» 6 Tips for Establishing Rapport</li><li>» 6 Tips for Building Rapport</li></ul>	<div style="width: 40%;"></div>
4		<b>4 - Increasing your Likeability Factor</b> <ul style="list-style-type: none"><li>» Being Capable</li><li>» Being Caring</li><li>» Being Uplifting</li><li>» How to Increase your Likeability Factor</li><li>» Being Amiable</li><li>» Being Dependable</li></ul>	<div style="width: 45%;"></div>
5		<b>5 - The Assertive Approach to Relationships</b> <ul style="list-style-type: none"><li>» Saying No Nicely</li><li>» The Three Step Approach to Assertive Behaviour</li><li>» The Assertive Approach</li><li>» Understanding Different Behaviour Types</li><li>» The Need to Be Assertive</li></ul>	<div style="width: 50%;"></div>
6		<b>6 - Influencing Relationships</b> <ul style="list-style-type: none"><li>» Difficult Relationships</li><li>» What's in it for Me? (WIIFM)</li><li>» Power and Influencing</li><li>» Dale Carnegie and Self Awareness</li><li>» Dale Carnegie</li></ul>	<div style="width: 55%;"></div>

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## 7 - Openness, Disclosure and Feedback

- » Giving and Receiving Feedback
- » Trust and Respect
- » The Psychological Contract
- » What Is Disclosure?
- » The Johari Window



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## 8 - Effective Networking

- » Reasons for Networking
- » The Benefits of Networking
- » Things to Remember With Networking
- » Simple Tips for Networking Meetings
- » Effective Business Networking



### This is a CPD Certified Course

This means that not only has it been rigorously assessed in terms of content and quality, but with the **Diploma** or **Professional** course options, you get a personalized official CPD certificate.

### And There's a Great Workbook...

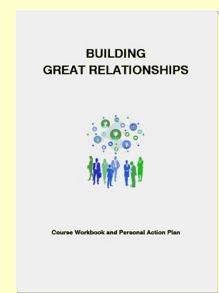
The CPD certificate you get with the Diploma and Professional course options will be your proof of **where you are**.

How about realizing your **full potential**?

Choose the **Development** or **Professional** course options and get your own great, results-focused downloadable workbook.

The workbook features:

- **Summary notes** of the course to refer to as you go
- Space for **your own notes** alongside the summaries
- Apply the lessons in each module to your own situation and needs
- The **unique ZandaX Personal Action Plan** with four structured Follow Up Sessions for you to monitor and manage your ongoing development
- A final Review Session for you to see just **how far you have come!**



# More about the ZandaX Building Great Relationships course

## Improve Your Relationships for More Happiness and Success

### Learn how to build and maintain strong relationships

This course will show you how to be more likable, but also make your relationships more productive and rewarding.

And it teaches you how to achieve this in a structured way so you understand how things fit together.

You will learn how to have genuine, sustainable and mutually beneficial relationships that take you to a new level in your interactions with friends, family and others at work.

And because we take a full look at the subject from several perspectives, even the most seasoned professional will get some great takeaways from this course.

We give you proven ideas and tools to have better, stronger, longer-lasting relationships. With everyone. Do we need to say more?

Watch the modules, revisit them time and again ... and have fun with improving your skills!

### Learning options

This course is delivered as informative, easy-to-watch videos which you can pause, re-run and revisit as often as you like. You can view the content in any order, and review whatever you like at any time.

You also have the following options to choose from:

#### Fast Track option

You don't get extra learning resources, but it's a quick and easy way to go.

**This option is for you** if you want good coverage of the subject but have limited time or budget.

#### Development option

This is the most popular option because it also includes a comprehensive ZandaX workbook and Development Plan which allows you to engage fully and deepen your understanding enormously.

**This option is for you** if you're serious about your development and don't need a CPD certificate.

#### Diploma option

This includes the Fast Track course, PLUS a CPD certificate. It's ideal for people who want to learn the subject to an adequate level and achieve a CPD certificate but don't need to maximize their knowledge.

**This option is for you** if you need a CPD certificate as part of your professional development, or you'd like one to put with your CV.

#### Professional option

Here, you get everything: the course, PLUS a comprehensive ZandaX workbook and Development Plan, PLUS a CPD certificate. So you maximize your learning, and get an internationally recognised certificate.

**This option is for you** if you're serious about development, and want credible proof of your progress.

# ZandaX

ZandaX – Change Your Life ... Today

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