



## **Building Winning Work Relationships**

Duration: One day

Time: 9am – 4pm

For: Service Providers

### **PROGRAM OBJECTIVES**

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To reinforce the fundamentals of effective interpersonal communication and to identify and develop ways and means of improving and maintaining positive human relations with team members on the job.

### **METHODOLOGY**

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Workshop consists of lecture/discussions, visual aids, individual and group activities.

### **Content Domain**

- ✚ Definitional Issues
- ✚ The communication process
- ✚ The elements of communication
- ✚ Communication variables
- ✚ Active Listening
- ✚ Professionalism
- ✚ Friendliness
- ✚ Courtesy
- ✚ Empathy
- ✚ Reliability
- ✚ Assurance
- ✚ Professionalism
- ✚ Using winning words at the workplace
- ✚ Making your colleague feel like somebody special

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