

# PRODUCTIVE RELATIONSHIPS®

Learn to create better relationships by virtue of the way one handles day-to-day problems and interactions so that more work gets done with less stress on managers and employees.



Managers are now expected to be psychologists too; handling a diverse range of communication challenges for which they were never trained. They are asked to listen to highly emotional employees, resolve a constant barrage of conflicts, motivate a workforce with diverse values and expectations, and create teams out of groups who have only worked as individuals. Couple that with fewer rewards and punishments being available to most managers.

**Teaching managers the real skills and practical philosophy that allows them to build the relationships they need to get the job done everyday:** the course is highly experiential and taught through the real issues people bring with them to class.



## Organizations that have participated in Productive Relationships™ courses:

- Procter & Gamble
- Steelcase, Inc.
- Johnson & Johnson
- Hewlett Packard
- Dial Corp.
- Coors Brewing Co.
- Colorado Society of CPAs

## COURSE RESULTS



Participants will be able to **listen to difficult conversations** and **give accurate feedback of both facts and feelings** in emotional situations rather than block communication that gets 'too emotional'.



Participants will know how to **resolve conflict** rather than avoid or escalate it.



Participants will experience the **power of disclosing** in developing relationships.



Participants will develop an in-depth understanding of where they err on the continuum of **being too responsible versus not responsible enough**.



Participants will significantly increase their ability to both **give and receive acknowledgement**.