

HIGH IMPACT RELATIONSHIPS: ENHANCE YOUR EMOTIONAL INTELLIGENCE

Overview

Performance drives results. But what drives performance? Relationships. Indeed, as work becomes more complex and collaborative, the ability to build trusting relationships distinguishes those who flourish from those who falter. In today's complex and dizzying business climate, natural inclinations are no longer enough. New and higher levels of relationship-building skills are needed.

In light of this, Linkage is proud to present *High Impact Relationships*, offered in exclusive partnership with acclaimed strategic change expert, Arlene Scott, Ph.D. This special immersion program enables intelligence skills they need to rapidly build trusting and productive relationships for greater results.

Who Should Attend

Leaders, experienced managers, directors, executives, and teams who need to leverage their emotional intelligence to build trusting relationships

Benefits & outcomes

- Gain new insight into how you build influence and trust with others
- Influence without being (or being seen as) dominating or controlling
- Give feedback in such a way that it is seriously considered
- Build a group climate in which members raise and address concerns productively

Program Curriculum

I. Pre-Work

To maximize your learning, you complete an assessment, describe your learning goals, and read two short articles before attending the program.

II. Core Curriculum

The curriculum for High Impact Relationships is grounded in a cutting-edge experiential learning approach to building productive relationships that Dr. Scott adapted from her work with Stanford University Graduate School of Business in its acclaimed Interpersonal Dynamics course. This methodology provides real-time learning experience where you:

- Learn about yourself through the process of discovery
- Receive profound, in-the-moment feedback from fellow participants
- Work with learning partners and skill groups to clarify your goals and practice your behaviors
- Develop action plans for increased competence and confidence

This live feedback process, in a safe environment, promotes rapid transfer of skills to the workplace. Along the way, learn how to explore and expand your influence style, create shared understanding, and manage the difficult situations of today's work environment.

Day One

- Get started
- Create learning partnerships
- Expand **Self Expression for Greater Impact** by using time-tested models
 - Use Johari window as a framework or diagnosing and building relationships with others
 - Use the awareness wheel as a framework for self expression
- **Skill Group Cycle #1:** Practice expanding self-expression
- Build **Shared Understanding to Optimize Performance** by listening, questioning, giving & receiving feedback
- Use the net as a metaphor for building trust and influence
- **Skill Group Cycle #2:** Practice building shared understandings

Day Two

- Review/Preview
- **Skill Group Cycle #2:** Continued
- Manage differences
 - Analyze individual attitudes/behavior in conflict situations
 - Use push, pull, move away model to understand the dynamics of influence
- **Skill Group Cycle #3:** Establish common ground in situations with differences
- **Group Activity:** Expand relationships by giving and receiving feedback
- Plan your personal next steps
- Closing

III. Post-Work

Receive follow-up activities and tools that will help you practice and apply your newly developed skills inside your own workplace.

About the Interactive Skill Groups:

The Interactive Skill Groups represent the heart of the program's experience-based learning approach. Adapted from Stanford University Graduate School of Business' core method, the Interactive Skill Groups focus on developing critical relationship skills, but specifically look at the impact these relationship skills have on achieving desired business results. Actual situations (versus role playing) are used to facilitate rapid application of newly learned skills to the workplace. Experienced facilitators provide a carefully designed structure, which enables participants to experiment freely and to reap rapid, practical learning, but in an appropriately structured environment for the business world.

Linkage Training Programs are approved by the following organizations

