



### **Workshop on Communication and Relationship Management Skills**

Jan 29 - Feb. 2, 2024, 1<sup>st</sup> Run: Lagos & Abuja

July 29 – Aug. 2, 2024, 2<sup>nd</sup> Run: Lagos & Port Harcourt

**For Tutor -Led Class:** 9am – 4:30pm

**Workshop fee:** N250, 000 per Participant

**For online:** Delivery via Zoom

**Online course fee:** N200, 000 per Participant

**Available for In-plant Training**

**500 USD for foreign  
Participants**

#### **Program Overview:**

Superior communication skills and relationship management are integral parts of any successful company or institution. Such foundational competencies are critical for healthy and prosperous organizations. In this training course, we look at both ingredients from a practical approach to building long-term, influential networks. From organizing, analyzing and communicating one's thoughts to building successful and purposeful relationships, this course offers a solid foundation to engage with others the right way. Participants will get the opportunity to discover many associated talents and practice them before they head back to their workplace. They will also learn how great relationship builders enhance the flow of information within an organization, win people's support, and attain desired goals and results.

#### **For Whom:**

Leaders, managers, supervisors and all those keen on improving their networking and influencing skills. This course is essential for those who appreciate working with people rather than on people and see the great benefits that result from building powerful trusting relationships.

#### **Learning Objectives:**

At the end of the program, participants will be able to:

- explain the role of trust in building successful relationships;
- identify, analyze and engage stakeholders – the power / interest matrix;
- recognize the role of context when communicating and building relations with others
- identify and pursue relationship opportunities that bring value and achieve results;
- develop, manage and nurture relationships – moving from transactional to transformational; and
- expand and broaden the network of influence and success.

#### **Course Outline:**

##### **Day 1: Relationships and the trust factor**

- Introduction to human relations
- The good, the bad and the ugly
- The need for relationships and networks
- Thinking beyond oneself
- The challenges of modern day habits
- Why trust matters?
- Positive relationships versus forced relationships
- The Johari Window

- What influences relationships and networks?

#### **Day 2: Relationships and Communication**

- The three elements of communication
- The importance of preparing and organizing one's thoughts and ideas
- Why assertiveness matter – the pros and cons
- The Botari Box
- Building rapport in the workplace
- The likeability factors

#### **Day 3: Relating to the hearts and minds**

- Knowing your stakeholders
- Managing your stakeholders' expectations
- 'Selling' your ideas
- Creating a persuasive message that evokes the right emotions
- Reframing your message to accommodate your stakeholders' needs, wants and style
- Communicating with difficult people
- Communicating difficult topics

#### **Day4: Building and influencing relationships**

- Power and influencing
- Dale Carnegie and self-awareness
- What's in it for Us (WIIFU) versus What's in it for Me (WIIFM)
- Identifying opportunities to build strong and healthy working relationships
- The role of context in building successful relationship
- Seeking feedback and different perspectives
- Investing in a relationship
- Moving from the transactional to the transformational
- Tips to developing positive relationships
- Working through difficult relationships
- Divesting from a relationship

#### **LOCATIONS**

1 - HCA Learning Centre. Acme House 2nd Floor, 23, Acme Road, Ogba, Industrial Scheme, Ikeja, Lagos, Nigeria

2 - Green-Minds Hotel, Plot 764, Cadastral Zone B05, E. Ekukinam Street, Utako District, Abuja

3 – Pakiri Hotel Ltd, 4 Okwuruola Street, off Stadium Road, Port Harcourt, Rivers, Rivers

#### **Open Course Fee: N250, 000**

In-plant Fee Negotiable

#### **WORKSHOP FEE:**

**N250, 000 per participant, VAT – N18, 750.**

Note: this covers Workshop Fee, Tea/coffee break, Lunch, course materials and certificate of attendance.

Payment should be made into our Accounts:

Account Name:

Human Capital Associates Global Consult Ltd.

**Union Bank of Nig. PLC:** Account No: 0097961537

**First Bank of Nig. PLC:** Account No: 2033683960

**Keystone Bank Ltd.:** Account No: 1007150325

#### **Day 5: Successful networking**

- Reasons for building your network
- The benefits of building your network
- Things to remember with networking
- Simple tips to remember when building your networking
- Effective business and professional networking
- Broadening your network
- Personal Action Plan

**Enquiry/Booking, Contact:** 234-8051365946, 234-7087578814

24/7 Lines: 2348029170491, 234-8068933608, 234-8145745664, 234-9112830607

### **Training Methodology**

Lectures, discussions, exercises, and case studies will be used to reinforce these teaching/learning methods.