



BUILDING RELATIONSHIPS AND TRUST IN THE GOVERNMENT ENVIRONMENT

A 2 or 3 Day Hands-On TMS Experience
Delivered in Live or Live Virtual Classrooms!

Course Description:

This interactive hands-on workshop improves awareness and skills necessary for effectively working with peers, employees, managers and senior leaders. The skills and techniques required to build relationships and trust in the government workplace are essential to master at the individual and organizational level to achieve the full potential of an organization. In this hands-on, experiential, adult-based learning workshop, you'll learn about interpersonal communication and fundamental processes to improve relationships and trust in government organizations.

An individual who wants to elevate themselves in the eyes of their boss, customers, peers, and coworkers must pursue a good reputation and instill trust. Likewise, government leaders and managers who want to foster impactful, far-reaching capabilities of their team(s) must lead organizations and teams that value meaningful relationships and invokes trust in its people, constituents, partnerships, and headquarters. In a high trust environment, you'll have higher commitment and loyalty to each other and the organization/team.

In this workshop, participants will cover skills that improve emotional intelligence, interpersonal skills, building team relationships, building personal connections, self-reflection, dealing with conflict, socializing in a professional environment, building trust, dealing with perceptions, fostering healthy debate, moving past historical conflict, commitment, loyalty, and more! In class, each individual develops a personalized action plan specific to their unique circumstances.

Learning Objectives & Topics Covered in this Workshop:

Audience: This workshop is designed for all government personnel.

Toolkits:

Receive a **Student Handbook** and **Online Toolkit**, containing tools such as checklist, tips, techniques, and numerous other tools to help you use your new skills immediately.

Additional Information:

CPE Credits: 15.0-23.0

CEU Credits: 1.3-12.0

Suggested Program

Prerequisites: Challenge of Leadership

Advanced Preparation:

None

NASBA Program Level:

Intermediate

NASBA Field of Study:

Personal Development

Delivery Method: Group Live

– Live Virtual Classroom





- Why reputation and trust matter
- Keys to building organizational trust
- How to assess reputation
- Key areas to focus on to improve individual reputation
- Aligning organizational values with individual actions
- How to assess and manage team reputation
- How to lead a team for a positive reputation
- Understand why interpersonal skills matter in highly technical and educated organizations
- Discuss how interpersonal skills will become the great differentiator in the government workplace
- Assessing trust – the *Five Behaviors* to watch
- Improving self-awareness
- Communication styles that cause conflict
- Improving social awareness
- Principles for building sustainable work relationships
- Assess communication skills in class
- Develop emotional intelligence (EQ) skills
- Understand and apply effective EQ techniques to improve communication
- Evaluate non-verbal communication of self and others
- Practice encoding – transferring mental thoughts into understandable verbal exchange
- Practice decoding – processing information into understanding
- Understand communication influencers
- Develop an EQ and communication improvement plan
- Understand body language and the impact yours has
- Apply contextual awareness
- Assess and control communication barriers
- Apply active listening skills
- Building team relationships
- Building personal connections
- Dealing with conflict
- Socializing in a professional environment
- Dealing with perceptions
- Fostering healthy debate
- Moving past historical conflict
- How to increase commitment and loyalty to the team