

Interpersonal Relationship Building

Program Objective

- To Understand:
 - The importance of relationships
 - The use of transaction analysis in relationships
 - Ways to nurture relationships
 - Ways to influence relationships by using persuasive techniques
 - Ways to manage customer relationships

What is Relationship-Building?

- The term 'relationship' is rooted from the word 'relation' and is defined as a mutual affiliation or connection between individuals or groups of people or entities.
- Relationships are built where there is mutual understanding between or among individuals. However, this is not built overnight.

Types Of Relationships

- There are various kinds of relationships that are based on different needs of people:
 - To satisfy our personal and emotional needs we have our family relationships, romantic relationships and friendships
 - To meet our professional needs and demands, we form business relationships with our colleagues and customers

Essentials of a Relationship

- It must be between individuals and entities.
- Shared interests between people form a relationship. Any common interests lead the way for building relationships.

Factors That Influence A Relationship

- Constant interaction
- Trust
- Respect
- Communication

A Short Course in Human Relations

- The six most important words:
- **"I admit I made a mistake."**

- The five most important words:
- **"You did a good job."**

A Short Course in Human Relations

- "The four most important words: **"What is your opinion?"**"
- The three most important words: **"If you please."**
- "The two most important words: **"Thank you."**
- "The one most important word: **"We"**
- The least important word. **"I"**

Managing Emotions

Managing Emotions

5 questions to ask when you are emotional:

- 1. Why am I feeling so angry/hurt/frightened?*
- 2. What do I want to change?*
- 3. What do I need in order to let go of this feeling?*
- 4. Whose problem is this, really? How much is mine?
How much is theirs?*
- 5. What is the unspoken message I infer from the situation? (e.g. they don't like me; they don't respect me.)*

Effective Methods Of Persuasion And Influencing Others

Persuasion Techniques

- Use motivating words
- Use *their* words
 - If they use the word "efficient" often, then it's an important word to them. Start using it: "You can see how efficient this software is in the way it saves time on regular, tedious tasks."
 - Pay attention and pick out any words they use often. Persuasion is easier when you speak the same "language."

Situations where Influencing is Essential

Selling your ideas

- Did you ever raise what you felt was a terrific new idea, only to have it ignored?
- Do you sometimes not even bother to mention your ideas because you assume, you'll never get to put them into action?
- Resistance to new ideas is a fact of organizational life
- Don't think that presenting your ideas is a waste of time
- Don't give up

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