



WE'RE ALL ABOUT CPD

PROFESSIONAL RELATIONSHIPS AT WORK

- HOW TO WIN FRIENDS AND INFLUENCE PEOPLE:

COURSE OVERVIEW:

Dale Carnegie wrote: 'How To Win Friends And Influence People' in 1953 – here we take a modern look at the same objective: how to establish and maintain effective and professional relations with other people and get on at work...

This programme is about the fine art of getting along with people in everyday business and social contacts.

Dealing with people is one of the biggest problem you face, especially if you are in business.

The Carnegie Foundation discovered that in the professional service arena, around 15 percent of your financial success is down to your technical knowledge while the other 85 percent is due to skill in human engineering – to personality and the ability to get along with other people.

This course aims to show you how.



LEARNING OUTCOMES:

By the end of this course you can:

- Treat others with courtesy and respect
- Delegate tasks when appropriate to do so
- Supervise the work of others effectively
- Keep colleagues informed of progress of work, including any risks or problems
- Acknowledge and engage with others' expertise when appropriate
- Be supportive of colleagues and offering advice and assistance when required
- Be clear about expectations
- Identify, select and, where appropriate, manage external experts or consultants
- Develop a bespoke Personal Development Plan

THIS COURSE WILL PROVIDE approximately 3HRS OF CPD

OUTLINE PROGRAMME:

<i>Section</i>	<i>Objective</i>
<ul style="list-style-type: none">• The magic ingredient• Collecting honey• The futility of criticism• Dealing with resistance in others• Solution seeker vs. problem solver• Conflict management• Developing your PDP• Module Evaluation	<p>To understand what successful people do best</p> <p>How stop kicking over the bee hive</p> <p>Exploring how to give (and receive) constructive feedback</p> <p>How to implement change with less effort</p> <p>Engaging others in innovation at work</p> <p>To increase your capacity to deal effectively with conflict at work</p> <p>Continuing the journey with your Personal Development Plan</p> <p>Planning to embed individual learning in the firm</p>

LEARNING RESOURCES:

Supporting materials designed by DAW Ltd. for this programme includes:

- ✓ Pre-event discussion template for line manager – fully supported through delegate attendance pack
- ✓ Pre-work – getting the learner to evaluate existing conflict management approaches and know-how
- ✓ Online video show-casing ‘hands-on’ practical ideas drawing on realistic working practices
- ✓ A comprehensive workbook to support learning
- ✓ A learning assessment tool to check your embedded learning
- ✓ Post-event discussion template for line manager – fully supported through delegate attendance pack

YOUR TUTOR:

Adrian ‘Mac’ Mackay, BSc(Hons) DipM MCIM DipDigM CMkr PCertM CMgr MCMi MBA (Strategic Marketing)



I am fortunate to be in a senior position in a successful professional service firm, DAW, having trained all levels of people in business, and supported others as an executive coach.

My passion is to share a wealth of practical management and business development experience from over two decades of consultancy practice, I’ve tutored in management internationally, and was the People Management Subject specialist with the Chartered Management Institute Accredited Programmes.

He is author of the seminal postgraduate Diploma in Management text: *Motivation, Ability, and Confidence Building in People*. Along the way I have also become a Chartered Manager, as well as a Chartered Marketer, and attained a CAM Diploma in Digital Marketing in 2014.

I wrote ‘*Master your CPD – in 3 minutes a day*’ to help you master your CPD...



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