



## BUILDING RELATIONSHIP VERSATILITY

### **What can we do to achieve better business relationships?**

Different communication styles can lead to misunderstandings, frustration, and reduced productivity when co-workers don't know *how* to effectively work together. Recognising others' preferences and adjusting to them leads to effective communication, better comfort, and persuasive ability.

### **Why Participate?**

'Building Relationship Versatility (BRV)' offers an easy approach to understanding 'Social Styles' and how greater relationship versatility could help on the job. Freeing up your time to focus on job-related issues, these tools and skills save both stress and time spent dealing with interpersonal issues.

Building Relationship Versatility is a two-day program that includes a Course Manual, Tool Kit and an on-line profiling exercise in preparation for the workshop.

<b>The Business of Versatility</b> - The relevance of Versatility in the workplace.
<b>Identify Style</b> - How to "read" the behaviour of different people in order to accurately identify their social style. How to recognise the effect of one's own style on others' behaviour.
<b>Reflect on Style Expectations</b> - Reflect on the expectations and preferences people of the different Social Styles have for those with whom they work and interact.
<b>Modify Your Behaviour</b> - Participants learn how to adapt the way they work with other people in order to meet style expectations and preferences.
<b>Managing Styles in Conflict</b> - Recognise other's back-up behaviour (fight /flight responses to stress) and manage back-up behaviour effectively.
<b>Mastering Versatility</b> - Participants learn how to meet others' needs and expectations by modifying style behaviours and how to use specific behaviours (pace, voice, body language, focus) to display greater versatility to improve relationships and obtain better results.

### **Benefits**

Upon completion of Building Relationship Versatility, you will:

- Better understand your own and other people's behavioural styles
- Experience less frustration with poor or stressful communication
- Communicate more effectively and persuasively
- Increase your managerial effectiveness, and
- Sharpen your ability to diffuse conflict in work situations

**"Very worthwhile, highly applicable"** K. Poulson, Department Corrective Services

**SYDNEY CBD**  
**Monday 23<sup>rd</sup> & Tuesday 24<sup>th</sup>**  
**February 2009**  
**8:30 am – 5:00 pm**

### **INVESTMENT**

\$1,145 excl. GST

Price Includes:

All materials, Tool Kit and catering

### **CONTACT**

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### **VISIT OUR WEBSITE**

**[wilsonlearning.com.au](http://wilsonlearning.com.au)**

### **Company Overview**

For over 40 years, Wilson Learning has specialised in soft-skill development.

We are passionate about improving performance through people – helping people develop the skills and find the satisfaction needed to do their jobs effectively and enthusiastically.

Our solutions include ready-to-use training programs, e-learning solutions and development support tools for sales, leadership, negotiation, presentations, social styles, customer service and management.

# Wilson Learning Open Workshops Registration Form

## EASY WAYS TO REGISTER:

FAX OR POST YOUR RESPONSE TO **WILSON LEARNING AUSTRALIA PTY LTD.**

**TELEPHONE:** (02) 8264 2614 **FAX:** (02) 9232 4128

**EMAIL:** nikkicurtin@wilsonlearning.com.au

**POSTAL ADDRESS:** WILSON LEARNING AUSTRALIA PTY LTD. P O Box H247, AUSTRALIA SQUARE NSW 1215

### Registration Form

First Name:

Surname:

Position:

Organisation:

Address:

Suburb:

State:

Postcode:

Business Telephone:

Mobile:

Email:

Course attending: **BUILDING RELATIONSHIP VERSATILITY - SYDNEY**

Date of Course: **Monday 23<sup>rd</sup> & Tuesday 24<sup>th</sup> February 2009**

Authorising Signature:

Please invoice my organisation \$1,145.00 (plus GST) (includes all course materials and catering)

Bankcard

Visa

Mastercard

Card No:           Expiry Date:  /

Card Holders Name:

Card Holders Signature:

**Pay Payment:** Once we receive your booking, your place is automatically reserved. Payment is required before the workshop commences.

**Cancellations:** Should you be unable to attend, a substitute delegate is welcome. A service fee of \$100 may be charged and in the case of re-profiling an additional cost of \$150 will be incurred. One deferral is permitted at no charge provided written notification is received more than 14 working days prior to the event. Deferrals within 14 working days of the event will incur a service fee of \$100. Cancellations within 11-20 working days incur a 50% service fee and cancellations within 0-10 days incur a 100% service fee.

*N.B. Workshops are subject to change in the case of insufficient participant numbers.*

### WLA Office Use Only

WLA SRC No: \_\_\_\_\_ WLA Invoice No: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Name: \_\_\_\_\_ Position: \_\_\_\_\_