



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.

“Building Relationship Versatility was a very successful workshop for our Managers – we all enjoyed the learning experience. We were fully engaged by the facilitator and we gained some really useful skills that will make all the difference to team building and the effectiveness of relationships at work.” John Sutherland, Head of Global Business Applications, Cochlear Limited

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

BENEFITS: *by attending BRV, you'll learn:*

<i>The Business of Versatility</i> – The relevance of Versatility in the workplace.
<i>Identify Style</i> - 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.
<i>Reflect on Style Expectations</i> - Reflect on the expectations and preferences people of the different Social Styles have for those with whom they work and interact.
<i>Modify Your Behaviour</i> – Participants learn how to adapt the way they work with other people in order to meet style expectations and preferences.
<i>Managing Styles in Conflict</i> - Recognise other's back-up behaviour (fight /flight responses to stress) and manage back-up behaviour effectively.
<i>Mastering Versatility</i> – 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.

WHY PARTICIPATE? TO...

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

SYDNEY CBD
Mon 10th – Tues 11th
August, 2009
8:30 am – 5:00 pm

INVESTMENT

\$1,145 excl. GST

Price Includes:

All materials, Tool Kit,
 Online profile, and
 catering.

Registration form below.

CONTACT

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VISIT OUR WEBSITE

wilsonlearning.com.au

About Wilson Learning

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: **10 & 11th August 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: _____