



“ Even the hardest exteriors
can be smoothed with a little
subtlety and perseverance ”

CARM® IMPROVING WORKPLACE COMMUNICATIONS – *Enhancing Stakeholder Relationships*

➤ Program Overview

This program is focused on developing the requisite skills to repair and improve strained working relationships. These relationships may be either internal working relationships with colleagues, peers or superiors or relationships with external stakeholders. Challenges can appear in the form of conflict, hostility, threats or subversive type behaviours in what is sometimes referred to as office politics. These behaviours can affect an individual's health, wellbeing and motivation as well as team cohesiveness and performance.

The CARM® Approach, incorporates a number of proprietary tools and frameworks, underpinned by emotional and social intelligence competencies. Building these competencies is a key success factor in maintaining and growing respectful working relationships.

Participants engage in a learning experience that challenges thinking and guides communication and dialogue in respectful ways. This will provide significant benefits to their

working relationships while enhancing their professional development.

The program explores factors that contribute towards a culture of internal competitiveness, and non collaboration which can significantly impact on workplace harmony and working relationships.

We consider the impact of misaligned personal values and the role of positive values in building effective relations.

Values are considered in relation to their influence over our thinking and decision making. The other influencing factor that underpins our thinking and behaviour is the role of negative emotions.

We consolidate this awareness with emotional and social intelligence skills and cognitive and behavioural mapping. This helps participants understand and manage negative emotions and improve communications and dialogue to successfully pursue outcomes whilst respectfully managing the relationship.

The program incorporates a range of tailored activities which include; customised case study reviews, interpersonal and values based diagnostics, and criterion based behavioural observations and coaching. Informed discussions invite participation and the sharing of experiences, challenges and ideas.

Experiencing the CARM® Approach will help increase your personal self awareness as well as the emotional awareness of others. It will develop your confidence and help build courage and capability in how you raise those difficult to confront issues.

It will influence a change in your thinking and behaviour and establish a pathway for improving working relationships, balancing internal needs with productive outcomes.



Key Learning & Development Areas

› DEFINING BEHAVIOUR

We explore the interdependence of communication and relationships and the underpinning reasons why both can be disrupted and derailed. We also focus on building emotional awareness and examining the alignment between “intentions” and “actions”.

› EMOTIONS – THINKING & BEHAVING

Develop emotional and social intelligence awareness about self and others. Review instinctive and habituated modes of human behaviour. This is demonstrated via cognitive and behavioural mapping to highlight how our thoughts and feelings influence such actions.

We review attribution error and its influence on ‘assumptions’, and complete exercises to highlight the relationship between interpersonal success and emotional and social intelligence.



› VALUES – PERSONAL & RELATIONSHIP

Engage in a process to identify core personal values and their alignment to working relationships vs potentially limiting values/behaviours and their negative impact.

Examine how personal values underpin decision making and the logic in our thinking/mindset as well as the role they play in how and what we communicate to others.

Engage in a process of positive values adoption and learn values based decision making. This will make a difference in your communication outcomes.

› INTRA-PERSONAL SKILLS

Review and practice a series of behavioural and mindset interventions for both proactive and reactive environments. This helps to reduce stress, build courage, increase authenticity, manage obstacles in thinking, and minimise negative emotions.

Develop and exercise self control to manage the impact of negative emotions and build resilience/coping skills (‘extending your tipping point’).

› ESI INFLUENCING SKILLS

Learn persuasive techniques that create influential communicators and a model for influence where collaboration and respect are central themes.

Review attributes and apply behaviours that establish and build trust. Manage personal expectations while learning to effectively empathise and demonstrate this through your ‘Actions’ and ‘Words’.

Build appeal in your messages through persuasive communication techniques which improve your level of influence. Learn key steps for raising contentious issues with others that focus on task and relationship. Create the ‘right words, right voice, right message’. This will improve openness and receptiveness, when:

- challenging assumptions,
- clarifying intentions,
- raising points of difference,
- identifying and discussing needs,
- suggesting & agreeing to changes
- following up on agreements.

“Do you have the courage to move outside your comfort zone?”



» Benefits

- ✓ Empowers individuals to take appropriate communication interventions forward and improve workplace relationships. (ie. Employees and Managers dealing internally or with external stakeholders)
- ✓ Reduces levels of individual stress and associated health impacts including sick leave, negative feelings and motivation
- ✓ Reduces the need for more adversarial type interventions when communications break down and parties lose the capacity to interact effectively and maintain respect for each other
- ✓ Increases levels of workplace collaboration, improves team performance & outcomes, generates healthier workplaces and improves organisational performance
- ✓ Supports organisations attempting to establish and implement 'respectful workplace policies'
- ✓ Improves stakeholder relationships both internal and external ie. customers, suppliers, colleagues, peer to peer & peer to manager etc.
- ✓ Increases job satisfaction and employee retention
- ✓ Demonstrates a proactive organisational initiative towards improving the workplace culture and processes around internal/ external communications and relationships.

» Who would benefit/who should attend?

This program is designed for people looking to develop excellent interpersonal communication skills in the workplace.

The program will deepen knowledge and skill in important emotional and social intelligence competencies. It will align personal values with working relationships which is fundamental to both personal and professional effectiveness when working with others.

In addition:

- Managers and Senior Executives dealing with internal staff or external stakeholder challenges
- Supervisors who need to raise performance related issues with teams or individuals
- The program supports the 'capacity to deliver' communications within the NSW Public Sector Capability Framework & Executive Capability Framework
- Staff who may be experiencing difficulties with others in the workplace either colleagues, managers or supervisors
- Staff who have raised complaints about office politics, overly competitive colleagues, or unwanted behaviours
- Staff identified for professional development in the key areas of communication techniques and working relationships.

» Duration



This program can be flexibly delivered to meet your specific needs.

We offer the following options:

- TWO DAY (2 day) Professional Development (Coaching and skill based program)
- ONE DAY (1 day) Professional capability session
- HALF DAY (1/2 day) High Impact Coaching Sessions – (These are context specific sessions to address current workplace challenges).
- Talk to us to design a process for delivery that meets your current needs.

» Methodology

Our learning approach incorporates a number of methodologies to ensure participants needs are thoroughly met.

Throughout the professional development program, we actively engage and encouraged people to participate in the learning process.

We combine the theory with detailed situational case studies, interactive discussions and skill development.

Our presentations are supported by a range of mediums to stimulate interest, thought and retention.

We deliver a range of specifically designed proprietary tools. These tools are designed to help participants reflect on their current capabilities whilst providing guidance and direction for ongoing personal and professional development.

Participants leave our programs enriched with ideas as well as being equipped with market leading tools for their application in the workplace. This is invaluable for change to take place and for improvements in workplace communications.

Participants will complete a Stakeholder Communications Plan and receive ongoing coaching and support throughout the implementation process.

“The CARM® Approach
reshaping your thinking & raising the bar
on your communication culture”

» Further information

For more details about this program including coaching outcomes, learning strategies, delivery options, please phone 1300 367 475 or email contact@carmthinking.com.au

CARM® Thinking
(Passmore Duff Pty Ltd)
Suite 303, 354 Eastern Valley Way
Chatswood NSW 2067
Correspondence: PO Box 718
Northbridge NSW 1560

Ph (612) 9967 1555
Fax (612) 9475 4087
Email contact@carmthinking.com.au
Web www.carmthinking.com.au

