

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 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

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- Constant interaction
- Trust
- Respect
- Communication

A Short Course in Human Relations

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

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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?"

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- 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. "T"



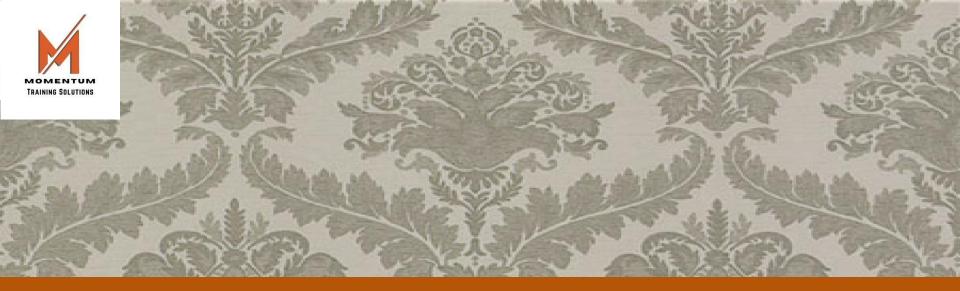
Managing Emotions



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'tthink that presenting your ideas is a waste of time
 - Don't give up

Contact Information

MOMENTUM TRAINING SOLUTIONS PRIVATE LIMITED

Cell: +91 9488004088 Email: admin@mmmts.com Website: www.mmmts.com

Karun Samuel President - Business Development



Vikas V. President - Training & Development