

THE POWER OF PARTNERSHIP

7 KEYS TO BETTER RELATIONSHIPS AND GREATER TEAMWORK!

In today's tough business environment, it takes more than product knowledge, technical competency, or social media contacts to be successful. Professional knowledge and organizational contacts can become obsolete with the next change in technology or shift in organizational structure.

SUCCESS IN TODAY'S WORLD REQUIRES AN EXTRAORDINARY AMOUNT OF RAW PEOPLE SKILLS. YOU'VE GOT TO KNOW HOW TO START AND BUILD RELATIONSHIPS...ON AND OFF THE JOB. AND YOU'VE GOT TO KNOW HOW TO WORK WITH OTHERS...SO TEAMWORK BECOMES A REALITY RATHER THAN A BUZZWORD.

Unfortunately, many people receive little to no training in how to make relationships work. They're given a job and told what to do, but they may be left on their own to figure out how to do their work with others.



This is not a sit-back and listen lecture. This is an interactive program with a strong emphasis on practical skills that really work...on the job and at home.

STATE OF MISSOURI
Center FOR
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In this fast-moving, high-involvement program, you will gain powerful insights to help you communicate more effectively, build relationships more easily, and get the cooperation of others more quickly. Plus, you will learn effective strategies to gain respect, present your ideas, minimize opposition, and defuse conflict with coworkers, customers (and yes, even family members) so your partnerships don't fall apart, even under stress and pressure.



Presented By:
Dr. Alan Zimmerman

PROGRAM PAYOFFS:

- Develop instant rapport that magnetically pulls people towards you and your ideas
- Answer the age-old question of "How do I get others to do what I want them to do?"
- Turn negative "naysaying" team members into positive "WE CAN DO IT" team members
- Communicate empathy and connectedness to build solid relationships
- Resolve the conflicts that inevitably pop-up in any interpersonal relationship

BUILD A WORKPLACE WHERE PEOPLE WANT TO COME, STAY, AND PERFORM!



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7 KEYS TO BETTER RELATIONSHIPS AND GREATER TEAMWORK!

Success in today's world requires a huge amount of people skills. You've got to know how to build relationships so respect and teamwork become a reality instead of flavor-of-the-month buzzwords. In this program you learn the exact skills that will have people working *with you* instead of *against you*.

ABOUT OUR PRESENTER: Dr. Alan Zimmerman has worked as a speaker, trainer, and consultant since 1972. He has spoken to private and public organizations in 48 states and 22 countries, and is one of the most sought after speakers in the world. Dr. Zimmerman's vast array of experience includes work in sales, recreation management, radio broadcasting, prison therapy, university teaching, author and president of his own consulting company. Dr. Zimmerman has a Bachelor's Degree in Speech and Political Science; a Master's Degree in Speech and Sociology; and a Doctorate in Communication and Psychology. Dr. Zimmerman has also been inducted into the Speakers Hall of Fame, an honor that has been given to only a handful of people – including President Ronald Reagan, General Colin Powell, and best-selling author Dr. Ken Blanchard.

September 29, 2016

8:30 AM – 4:30 PM

Governor Office Building Ballroom (Room 450)

Jefferson City

\$189.00

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For enrollment assistance call (573) 751-4514

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Dr. Zimmerman's program is powerful and practical. It is fun and upbeat. And instead of pointing fingers, it points the way to positive, productive relationships that truly pay off. Expect to learn, to be engaged, and to make a difference when you return to your work or home.

Learning Points:

ESTABLISH RAPPORT

- 7 techniques that draw people towards you
- 5 behaviors that guarantee "customer" satisfaction
- *Judgments and assumptions*: how they undermine relationships

DEMONSTRATE RESPECT

- *The Respect Continuum*: from rudeness to warmth
- *The Pygmalion Effect*: the power of believing in others
- Feeling communication... tactful, appropriate, and professional

BUILD PARTNERSHIP

- 5 needs that lead to positive, win-win relationships
- *Trust busters and builders*: which ones are you using?
- *Listening*: empathy so others open up, accuracy to get it right

ENCOURAGE COOPERATION

- 5 work languages that make people willing to help
- *Words that alienate others*: stop them once and for all
- 7 phrases that invite people to do what you want, and get a "yes"

STRENGTHEN TEAMWORK

- *Win-lose to win-win*: what does it take?
- *Transformers*: how to go from "me" to "we"
- 4 stages of team health, maturity and effectiveness

ERADICATE CONFLICT

- *5 conflict resolution styles*: what to do when?
- Constructive criticism, not constrictive "crudicism"
- *Unacceptable behavior*: how to confront it and change it
- 7 common mistakes that prevent conflict resolution

GIVE ENCOURAGEMENT

- *Recognition and rewards*: what works and what doesn't
- *Achievement Motivation*: 2 things that turbo-charge performance

**"Invest in your career and you'll make a living.
Invest in your relationships and you'll make a life."**

Dr. Alan Zimmerman