



THE PARTNERSHIP PAYOFF

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.

In this program, you will sharpen the tools you need to communicate more effectively, build relationships more easily, and get the cooperation of others more quickly. You will learn how to gain credibility, present your ideas, and minimize opposition. You will learn how to persuade others to get the response you want...from your coworkers, your customers, and even family members.

STATE OF MISSOURI
Center FOR
MANAGEMENT AND
Professional Development

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The 7 Keys to Better Relationships and Greater Teamwork



Presented By:
Dr. Alan Zimmerman

PAYOFFS:

- Start and strengthen your personal and professional relationships in ways the benefit everyone
- Develop instant rapport that magnetically pulls people toward you
- Answer the age-old question of "How do I get others to do what I want them to do?"
- Turn an "ordinary" group into a clearly focused, highly productive team that generates extraordinary results
- Turn your negative "naysaying" team members into positive "We can do it" team members
- Effectively resolve conflicts that inevitably pop up in any work situation
- Motivate others with meaningful recognition that doesn't break your budget

Program Outline:

Establish RAPPOR T

- Avoid judgments that stifle relationships and teamwork
- Display 5 "satisfying" behaviors and attitudes that draw people towards you

Demonstrate RESPECT

- Avoid rudeness and apathy and show caring
- Express feelings appropriately
- Speak assertively so others feel respected and give you respect

Build PARTNERSHIPS

- Identify and avoid the major trust busters
- Use 10 trust builders to strengthen your relationships on and off the job
- Meet the 5 needs that lead to positive, productive, profitable relationships
- Listen with empathy so others open up...and listen with accuracy to get it right

Encourage COOPERATION

- Adopt a communication style that encourages others to listen to you
- Use nonverbal cues that command respect
- Avoid words and behaviors that irk others
- Ask questions that encourage others to say yes

Strengthen TEAMWORK

- Turn a group, department, or family into a united team
- Engage team members' eager participation by speaking their 5 "work languages"
- Value the contributions of others
- Make quality decisions that invoke high commitment
- Exhibit leadership behaviors at every level

Eradicate CONFLICT

- Prevent conflicts before they pop-up
- Filter out destructive criticism so team members hear one another without getting defensive
- Develop "style flex" to ensure constructive conflict resolution

Give ENCOURAGEMENT

- Deliver praise that builds the other person's self-esteem
- Give positive feedback that reinforces good results and motivates great results
- Provide recognition that turbo-charges performance without spending any money

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June 14, 2012

8:30 AM – 4:30 PM

**Governor Office Building Ballroom
Jefferson City**

\$169.00

Enroll online at

www.training.oa.mo.gov

For enrollment assistance, please call (573) 526-4554

ABOUT OUR PRESENTER: Dr. Alan Zimmerman has worked as a speaker, trainer, and consultant since 1972. He has spoken to private and public organizations, Fortune 500 companies, small businesses, professional associations, government, education, and health care companies. Having delivered more than 2,000 programs in 48 states and 22 countries, he is one of the most sought after speakers in the world. Dr. Zimmerman has a vast array of experience. His background 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 a mere handful of people in the last 30 years – including President Ronald Reagan, General Colin Powell, and best-selling author Dr. Ken Blanchard.

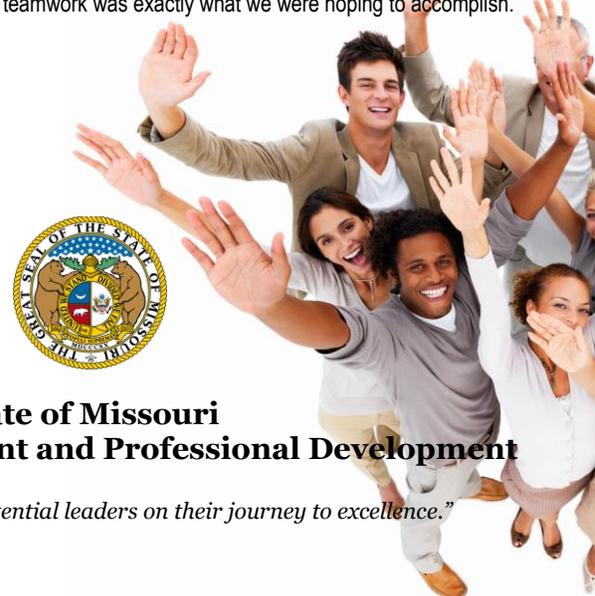
WHAT OTHER PEOPLE ARE SAYING ABOUT THIS PROGRAM:

"Hallway discussions about your presentations are making others envious. There have been many changes in the people who attended. People are showing appreciation to each other, and there is an increase in positive energy. Thank you for a wonderful day!"

Laura Rud, Manager, Mayo Clinic

"The energy each person had as they left was really astounding. What was even more important to me was the fact that people were sharing their experiences back with their colleagues over the next several days. This increase in energy and teamwork was exactly what we were hoping to accomplish."

Sheila Johnson, Manager, 3M



**State of Missouri
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"We inspire current and potential leaders on their journey to excellence."