



The advantages are endless when you are able to take control of your relationships with Clients, Members and Colleagues. It is so important it's best not to leave it to chance.

Module 2, Maximising business relationships, is a highly inspiring workshop which clarifies how you can gain a better outcome in dealing with Members, Clients and Colleagues. Dealing with difficult people will never be the same again.

We depend on our ability to communicate and connect with all types of characters in business. The most effective and successful people are those who can interact with others most effectively. The reality is that personal motivators and different pressures drive us all. Our effectiveness is about understanding what drives us and how that affects the results we get. In this workshop you will gain valuable insight into how you can maximise your position and handle a variety of different characters.

This workshop is designed for all levels of staff and will explore the following:

- **The business drama that we play out daily** – we look at how our own behaviour attracts our own results.
- **Our natural motivations** – we shed light on your natural motivations and why you do the things you do.
- **Our blind sides** – we explore why we shy away from certain tasks or even some people.
- **Conflict** – examination of how our motivations change during conflict and how we can spot changes in others.

This popular workshop is highly thought provoking and powerful. It has a very successful track record in changing behaviour for better results. **At no additional cost, delegates will be able to utilise an acclaimed on-line self-assessment tool, that will maximise the benefits of the session.**

“How is it done?”

All of our workshops are developed with high levels of input from delegates. We professionally coach our delegates rather than tell them what to do. By doing this we achieve maximum learning, high relevance to Chambers and embed change.

Delegates will experience low levels of PowerPoint and high levels of interaction, leaving with all course notes and extended reading material.

“What will I get from attending?”

- Expert knowledge on what drives people and how to gain better rapport.
- Understand what can be done to change difficult relationships for a better outcome.
- Understand how you can maximise your client position and choose the correct communication methods for best effect.