

Mastery-relationship-12302021

Introduction, definition & Graphic

Mastering relationships: communication, conflict and caring

https://www.udemy.com/course/mastering-relationships-communication-conflict-caring/?utm_source=bing&utm_medium=udemyads&utm_campaign=BG-DSA_Webindex_la.EN_cc.BE&utm_content=deal4584&utm_term=.ag_1222657343651662.ad.kw.udemy.de.c.dm.pl.ti.dat-2328215871879260%3Aloc-190.li.51686.pd.&matchtype=b&msclkid=c9c18de5d8941d9d459cec2bc5c67b92

Need: Our communication style is a reflect of our personality. In communications there is our view their view and somewhere between them is the truth.

Outcome Desired: Creating adults we value interaction with others in a non-threatening manner and have a positive outcome. Have a positive view of creating a positive channel of information and status with others.

Major Training items

Time	Item	Description
2 hrs.	Introduction	What is mastering relationship? Is it getting along?
8 hrs.	Communication	<ul style="list-style-type: none">• Communication cycle• Our value stream• Business needs• Conflict management
4 hrs.	Conflict	<ul style="list-style-type: none">• Build your process• Practice





2 hrs.	Caring	<ul style="list-style-type: none"> • Barriers we face • Reflection
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Total 2 days

Description of personal skills:

Trust, Respect, Independence, Collaboration, Kindness, Listening, Empathy, (what would you add?)

Schedule (Time, Sequence,)

<p>Dealing with conflicts in the team</p> <p>Learn Communication with our Communication courses in Sydney – short courses open to everyone. Communication occurs in everything you do or say, or do not do or say. The timing and methods of communication are important and layered, adding the complexity of communicating your intentions. Who you communicate with and how you communicate assists you in developing relationships with others and formulating key business strategies. Ensuring a good communicative climate, and disabling barriers to communication are essential. Decision making benefits from good communication skills as it requires communicating sensitive and easily misinterpreted messages as you seek to address problems and find</p>	<p>Insure active listening to each other</p> <p>Seek understanding not agreement</p> <p>Outline the issues</p> <p>Build dialogue</p> <p>Agree to an action plan</p> <p>Insure you follow up.</p> <p>Be positive</p> <p><u>Resource</u> for discussion of conflicts.</p>
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Caring From initial intent, through composition and delivery, to interpretation and feedback, your message will follow a process called the **Communication Cycle**. Your message needs to succeed at each stage of this cycle, so structure it carefully to address your audience's needs and expectations, and to be appropriate to the channel that you're using.

However, communication is a two-way process, and you'll only know that you've succeeded by paying attention to feedback.

So, before communicating face-to-face, spend some time asking yourself, "[How good are my listening skills?](#)"

Show the people you're talking to that you really are taking their messages on board by [listening empathically](#) and [actively](#). Learn how to be [tactful](#), develop [empathy](#), and make the effort to grasp other people's [points of view](#) so that you come to a [shared understanding](#). This, in turn, will allow you to create [high-quality connections](#) with them.

Taken together, these skills can make your workplace happier and more productive . But to achieve all this, you need to start out with a plan.

Reference documents:

