

Boosting Relationship Skills

23 topics for strong connections within everyday* relationships (course reference: BRS)

 Develop **strong relationship**  Improve how you **communicate** with others  **Understand** yourself & others
 Be **confident** in social settings  Handle **conflict** effectively  **Associate** with the right people

*many types of relationships: friends, colleagues, family, romantic, neighbours, acquaintances, customers/clients

 **What the course covers and**  **what it will help you to do**

Topics	More detail
 Building self-confidence	What self-confidence is and why it matters How low self-confidence affects results Why 'avoiding comparisons' helps us Using your Values to guide you
 Using personality styles : understand 'who you are'	Understanding your personality style How behaviour fits with your style Appreciating differences in others Working well with different styles
 Building strong relationships	Connecting with positive people Earning respect Helping & supporting others Giving & receiving compliments Building & growing friendships
 Communication skills	How to listen well How to fully engage in conversations How to use body language How to network with confidence
 Conflict and challenges	De-escalating conflict Understanding difficult behaviour Handling difficult people
 Assertiveness and confidence	What assertiveness means How to ask for what you want The importance of speaking out Asking for help when needed A positive approach to social media
 Thinking and self-talk	Improving your thinking Developing positive self-talk Communicating with confidence

 We *don't* cover: issues needing professional support, major life events (eg loss & abuse) and lifestyle aspects needing specialists.

 You will take away a **workbook** with the key points and **handouts** to refer to. After the course, you will have:

- **practical approaches** to use daily, **tools & techniques** to develop strong relationships
- clear, simple **guidance** (including **phrases** for real-life situations)
- actions **plans** to track your progress.

How the course is run

- This is an **in-person, interactive** course
- The style is **friendly, relaxed and informal**
- There will be plenty of **time to ask questions**
- **Duration:** from 14-16 hours (as decided by the Hosts at each Delivery Centre)

Sources of course material

This course is based on ideas from:

- a) **books:** *How to Start a Conversation & Make Friends*, Don Gabor; *How to be People-Smart*, Les Giblin; *The Definitive Book of Body Language*, Allan & Barbara Pease; *The Bible*; *Personality Patterns*, Lana Bateman; *Psycho-Cybernetics*, Maxwell Maltz; *See You at the Top*, Zig Ziglar; *Assertiveness at Work*, Ken & Kate Back; *Body Language and Talk Language*, Allan Pease; *Confidence Pocketbook*, Gill Hasson; *Personality Plus*, Florence Littauer; *Positive Personality Profiles*, Robert Rohm; *365 Days of Positive Self-Talk*, Shad Helmstetter
- b) **websites:** mindtools.com, azquotes.com, brainyquote.com, TED talks, forbes.com, youtube.com, discinsights.com, inspirationloaded.com, huffingtonpost.com, psychologytoday.com, thinkgrowth.org, positivegraphics.com, pastorricks.com
- c) A **talk:** by Rick Warren entitled *10 Steps to De-escalate Conflict*
- d) A **seminar:** by Fred Pryor entitled *How to Handle Difficult People*

