



# Relationship skills in business

## Making positive contacts and managing relationships

### Seminar objective

The quality of interpersonal cooperation is very important for the successful organization of our everyday business life. We show you how to strengthen and sustain relationships. We will familiarize you with different ways to build authentic, constructive and resilient relationships in your professional environment and to develop your relationship skills. The positive shaping of contacts is becoming increasingly important in the professional and personal spheres. Successful relationship management can help you achieve your goals much more quickly and effectively. Unwanted tensions in shaping relationships are seen through and reduced.

### Seminar content

#### The role as a manager:

- How do I create positive contacts and business relationships?  
How do I maintain positive contacts?
- Openness, authenticity and commitment - responding to personality profiles
- Business benefits through contact strength and empathic behavior
- Why is relationship competence one of the most important competencies?
- The interactions of emotions - the levels of human contact

#### Increase your efficiency:

- How do I strengthen professional and personal relationships?
- Using resonance phenomena for contacts
- How to strengthen and positively use your contact skills?
- How do I establish a positive contact on the phone?
- The reduction of contact inhibitions
- Why does everyone have a need for intensive contact?

#### Conflict management

- Which people do I not want to establish contacts with?
- How do I deal with people who are weak in contact?
- How do I overcome contact barriers through my inner attitude?
- Appreciative communication in business and successfully shaping relationships

#### Body language:

- With which body language do I make contact quickly?
- Body language sympathy cues
- Facial expressions, gestures, posture, tone of voice: self-confident appearance

### Methodology

Practical exercises Group work Discussion in the group Participant

#### Course ref.

PE4005

#### Participants

not more than 9 participants

#### Schedule

1. Day: 10:00 - 17:00  
2. Day: 09:00 - 16:00

#### Location & dates

##### Münster

02.09.2024 – 03.09.2024  
05.12.2024 – 06.12.2024  
01.09.2025 – 02.09.2025  
04.12.2025 – 05.12.2025

#### Fee

1.150,00 € (ex. VAT)  
1.368,50 € (inc. VAT)

Included in the price: Working documents, certificate of participation, lunch and coffee breaks.



and trainer feedback

**Target audience**

The seminar relationship skills in business is aimed at specialists and managers from business enterprises of all sizes and industries as well as from public administration.



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