London TDM

Administration and Office Management Training Courses

Course Venue: Malaysia - Kuala Lumpur

Course Date: From 16 November 2025 To 20 November 2025

Course Place: Royale Chullan Hotel

Course Fees: 6,000 USD

Introduction

This course, "Building Positive Workplace Relationships," is designed to equip professionals with the skills and knowledge needed to foster a cooperative and productive work environment. Participants will learn strategies for enhancing communication, resolving conflicts, and collaborating effectively with colleagues. By the end of this course, attendees will be better prepared to contribute to a harmonious workplace culture.

- Understand the importance of positive workplace relationships.
- Learn effective communication techniques.
- Develop conflict resolution and problem-solving skills.
- Enhance collaboration and teamwork abilities.
- Implement strategies for maintaining long-term workplace relationships.

Course Outlines

Day 1: Understanding Workplace Dynamics

- Introduction to Workplace Culture and Dynamics
- The Impact of Positive Relationships on Organizational Success
- Identifying and Overcoming Personal Barriers to Relationship Building
- Exploring Different Communication Styles and Their Effects
- Building Trust and Transparency Within Teams

Day 2: Effective Communication Skills

- Key Components of Effective Communication
- Active Listening and Its Importance
- Non-verbal Communication: Reading and Using Body Language
- Tailoring Communication Styles to Different Audiences
- Providing and Receiving Constructive Feedback

Day 3: Conflict Resolution and Problem Solving

- Identifying Sources of Conflict in the Workplace
- Strategies for Resolving Conflicts Positively
- Collaborative Problem-Solving Techniques
- Managing Emotions During Conflicts
- Negotiation Skills for Workplace Situations

Day 4: Enhancing Collaboration and Teamwork

- Principles of Effective Teamwork
- Building and Leading High-Performance Teams
- Role of Empathy and Emotional Intelligence in Team Dynamics
- Facilitating Inclusive and Diverse Work Environments
- Leveraging Technology for Better Team Collaboration

Day 5: Maintaining Long-term Workplace Relationships

- Strategies for Sustaining Positive Workplace Relationships Over Time
- The Role of Continuous Feedback and Improvement
- Dealing with Changes and Transitions in the Workplace
- Mentoring and Peer Support Programs
- Developing Personal Action Plans for Relationship Building