



## RELATIONSHIP MANAGEMENT: TEN SKILLS LEADERS NEED TO GET THE BEST FROM OTHERS

with Dr. John Daly

\$475 (US) per person

VIRTUAL SESSION (3-HOUR)

# RELATIONSHIP MANAGEMENT: TEN SKILLS LEADERS NEED TO GET THE BEST FROM OTHERS

What does it take to get the best performance out of people today? Personal Relationships! No longer can you just tell people what to do. Instead, you must informally seek and build commitment among your team members to do their best. In this session you'll discover new, research-based, techniques, which will help you do that. We'll learn how successful leaders shape their work environments to achieve optimal performance, get others to feel proud of their work, show they value others' contributions in surprising ways, offer feedback that really helps, cope with the natural frictions that arise when people work together, and create a meaningful workplace where people, and the organization, can prosper.

## DR. JOHN DALY

DR. JOHN DALY is the Liddell Professor in the College of Communication, Distinguished Teaching Professor, and TCB Professor of Management at the University of Texas at Austin. He teaches graduate and undergraduate courses on topics such as interpersonal communication, organizational behavior, and advocacy and persuasion. He has won every major undergraduate teaching award at the University of Texas. He has published more than one hundred scholarly articles, and completed nine books, including, most recently, *Advocacy: Championing Ideas and Influencing Others* (Yale) as well as *The SAGE Handbook of Interpersonal Communication*. He has served as President of the National Communication Association and on the Board of Directors of the International Communication Association and the International Customer Service Association. His work has appeared in major popular outlets like the *Washington Post*, *Wall Street Journal*, and *New York Times*. He has worked with Goldman Sachs, Morgan Stanley, Marriott, American Airlines, Roche, Amgen, Pfizer, Astra-Zeneca, State Farm, Kraft, ExxonMobil, Shell, Texas Instruments, UPS, FedEx-Kinkos, 3M, Dell, IBM, AT&T, USAA, Prudential, and Samsung, among many others.

# TOPICS COVERED

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## WHY THIS MATTERS SO MUCH

THE CHANGING WORKPLACE  
INFORMAL INFLUENCE IS THE SECRET

## CHOOSING THE RIGHT PEOPLE AND BUILDING THEIR COMMITMENT TO THE JOB

ARE YOU A TALENT MAGNET? LEVERAGING YOUR BENCH STRENGTH  
WHAT RESEARCH TELLS US YOU SHOULD LOOK FOR IN PEOPLE  
WHAT IF THEY WERE VOLUNTEERS? HOW TO BUILD COMMITMENT

## READING PEOPLE: KNOWING WHAT DRIVES PEOPLE AND HOW TO LEVERAGE THAT

APPRECIATING OTHERS: THE VALUE OF REWARDS  
WHAT REWARDS ACTUALLY WORK?  
MANAGERIAL PRINCIPLES OF EFFECTIVE REWARDS  
KNOW THEIR FUELERS AND DRAINERS PEOPLE: LEADERS MOVE FURNITURE

## MANAGING THE ENVIRONMENT: SHAPING THE WORK ENVIRONMENTS TO GET THE BEST FROM OTHERS

WHAT COUNTS MORE? ATTITUDE, ABILITY, OR THE ENVIRONMENT?  
HOW TO GET PEOPLE DEEPLY ENMESHED IN WHAT THEY ARE DOING  
CREATE PRIDE IN WORK: HOW TO DO THIS  
HELP PEOPLE DEVELOP THEIR NETWORKS TO ENHANCE THEIR PERFORMANCE

## WHEN TROUBLE ARISES: OFFING FEEDBACK AND HANDLING THE DIFFICULT CONFLICTS

NEW WAYS OF THINKING ABOUT FEEDBACK  
BECOMING FACE SENSITIVE  
SANELY MANAGING CONFLICT BY EDITING AND LEVELING

## LIVING THE VALUES

PEOPLE WANT PREDICTABILITY: CREATING A PERSONAL BILL OF RIGHTS  
HOW TO BE FAIR: THE NUMBER ONE CONCERN OF EMPLOYEES  
HELPING PEOPLE GET BETTER THROUGH CHANGE

FOR REGISTRATION PLEASE CONTACT: - IMS Regional Director -  
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