



Relationship Management: Ten Skills Leaders Need to Get the Best from Others

Session Details

Faculty:	Dr. John Daly	Date:	Wednesday, June 10, 2020
Location:	Holiday Inn Crowne Plaza 2712 Southwest Freeway Houston, TX 77098	Sign In:	8:30 AM
Phone:	713-523-8448	Session:	9:00 AM - 4:00 PM

Session Description

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.

Biography

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.

Time Allocation - Topics

10% Why this Matters so Much

- The changing workplace
- Informal influence is the secret

20% 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

20% 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

20% 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

20% 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

10% 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

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