

Titolo del corso: Strengthening working relationships (cod. 319/01/16)

Obiettivi del corso:

Creating strong business connections can be easier if you know how:

- to be effective in communication and negotiation;
- to make and keep a favorable impression on others;
- to use the right strategies for managing conflicts;
- to adopt a persuasive and influencing style;
- to build long lasting business partnership;

The workshop is designed to be highly participative, using the participants' experiences as a vehicle for the learning. Whilst there are some presentations and learning inputs, participants will largely be working in small groups to share and learn from each other. Case studies and "living" case studies are also used to help participants think about how to deal with specific problems and apply possible remedies.

n.	modulo	sede	data	orario	docente	argomento lezioni	ore
1	Introduction to Communication Skills	Scuola di Applicazione dell'Esercito Italiano Via Arsenale 22, Torino	lunedì 7 marzo 2016	17.30 - 21.30	Bronwen Dietrich Kirsty Ramsbottom	Description: This module provides participants with basic concepts to improve their communication skills. It introduces neuro-linguistic programming as a tool for understanding how people communicate. It asks participants to think critically and pragmatically about both their listening skills and their speaking skills in order to be more effective communicators. Participants can expect a number of different tools that will facilitate their understanding of different dynamics in their interaction with others. Learning Objectives: By the end of the module, participants will have: - Discussed what good communication means to them. - Reflected upon three preferential approaches to understanding and communicating. - Practised listening and speaking in effective ways.	4

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2	Introduction to Negotiation Skills	Scuola di Applicazione dell'Esercito Italiano Via Arsenale 22, Torino	lunedì 14 marzo 2016	17.30 - 21.30	Bronwen Dietrich Kirsty Ramsbottom	<p>Description: During this module, participants are invited to reflect upon their own experiences with negotiation. They will be introduced to a number of different approaches and tactics for negotiation calling upon the participants' pragmatism as they put these skills to use in an active learning environment. As a consequence of this module, participants will be able to identify strategies used by people they are negotiating with and will develop their confidence in determining the most appropriate response to their situations.</p> <p>Learning Objectives: By the end of the module, participants will have:</p> <ul style="list-style-type: none"> - Examined the differences between integrative and distributive negotiation. - Reflected upon a number of different negotiation tactics. - Practised negotiation skills through the experience of a living case study. 	4
3	Presentation Skills	Scuola di Applicazione dell'Esercito Italiano Via Arsenale 22, Torino	lunedì 21 marzo 2016	17.30 - 21.30	Bronwen Dietrich Kirsty Ramsbottom	<p>Description: This module provides participants with the practical skills to present ideas and argument effectively. It begins with an input on "what not to do" and asks participants to work together to follow the guidelines and use innovative ways to make their presentations interesting and appealing to their public. Upon their return to the workplace, participants will have acquired a number of different tools to be more effective and to feel more confident upon completing their presentations.</p> <p>Learning Objectives: By the end of the module, participants will have:</p> <ul style="list-style-type: none"> - Examined common presentation errors. - Developed a practical approach to effectively communicating a message. - Explored how to provide constructive feedback. 	4

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4	Conflict Resolution	Scuola di Applicazione dell'Esercito Italiano Via Arsenale 22, Torino	lunedì 4 aprile 2016	17.30 - 21.30	Bronwen Dietrich Kirsty Ramsbottom	<p>Description: This programme provides an opportunity for participants to analyse the nature of conflict in the workplace and use a conflict resolution model to develop strategies for appropriate conflict resolution. The benefits include a greater capacity to understand and curtail both inter-personal and inter-team conflicts and in doing so lead to a more harmonious and cooperative working environment.</p> <p>Learning Objectives: By the end of the module, participants will have:</p> <ul style="list-style-type: none"> - Explored causes of conflict. - Examined conflict resolution models. - Developed appropriate responses to real life situations. 	4
5	Partnerships	Scuola di Applicazione dell'Esercito Italiano Via Arsenale 22, Torino	lunedì 11 aprile 2016	17.30 - 21.30	Bronwen Dietrich Kirsty Ramsbottom	<p>Description: This programme explores how partnerships differ from other types of working relationships and the different types of partnerships available. It asks participants to think critically about real life situations for potential and existing partnerships and how they play out over time. Upon completion of this module, participants will be better equipped to analyse the current situation of their partnerships, and strategize about the direction in which they want to take those relationships.</p> <p>Learning Objectives: By the end of the module, participants will have:</p> <ul style="list-style-type: none"> - Discussed the benefits and costs of partnerships. - Explored current and future partnerships. - Practised skills for maintaining and evolving partnerships. 	4

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6	Influencing Styles	Scuola di Applicazione dell'Esercito Italiano Via Arsenale 22, Torino	lunedì 18 aprile 2016	17.30 - 21.30	Bronwen Dietrich Kirsty Ramsbottom	<p>Description: This module provides participants with an overview of skills useful for understanding political dynamics, and developing effective influencing skills. After a review of different influencing styles, participants are asked to put these skills to practise. This module provides closure to the entire programme as it calls upon some of the skills learned in other sessions. Upon completion, participants will be given the tools to feel confident in their ability to use the right influencing skills in the right situation.</p> <p>Learning Objectives: By the end of the module, participants will have:</p> <ul style="list-style-type: none"> - Examined when and where to use influence. - Reflected on political situations and the necessary skills to use influence effectively. - Practised implementing the acquired tools. 	4