

EFFECTIVE WORKING RELATIONSHIPS

"Building Trust, Collaboration, and Communication for Stronger Workplace Dynamics"

Schedule

Date	Venue	Fees
26 - 27 Feb 2026	Kuala Lumpur, Malaysia	USD 1995 per delegate

Introduction

Strong working relationships are essential for achieving goals, fostering collaboration, and maintaining a positive work culture. Whether dealing with colleagues, supervisors, clients, or cross-functional teams, professionals must be equipped with the skills to communicate, collaborate, and manage differences constructively.

This practical two-day course empowers participants to build and sustain effective professional relationships. Through real-world scenarios, guided discussions, and skills-based exercises, participants will gain tools to enhance emotional intelligence, resolve conflict, and foster cooperation and mutual respect in any workplace setting.

Objectives

By the end of this course, participants will be able to:

- Build rapport and trust with colleagues across functions and levels
- Communicate clearly, respectfully, and assertively
- Apply emotional intelligence to manage workplace dynamics
- Handle difficult interactions with professionalism and empathy
- Strengthen collaboration and reduce conflict through proactive relationship-building

Why Attend

- Improve your interpersonal effectiveness and emotional awareness
- Reduce workplace misunderstandings and tensions
- Increase team cohesion, morale, and shared accountability
- Build influence and connection in a variety of workplace settings
- Strengthen your presence and professionalism in everyday interactions

Target Audience

This program is designed for:

- Staff, officers, and team members in any professional role
- Supervisors and first-line managers
- Cross-functional collaborators and project participants
- HR, administrative, and service professionals
- Anyone looking to improve how they relate and work with others

Individual Benefits

Key competencies that will be developed include:

- Self-awareness and social awareness
- Professional communication and listening skills
- Relationship building and rapport development
- Conflict management and resolution techniques
- Confidence in navigating diverse personalities and work styles

Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Improved collaboration across departments and teams
- Stronger workplace culture and reduced interpersonal friction
- More productive meetings, communications, and project execution
- Greater employee engagement and retention
- Better service delivery through stronger peer and stakeholder relationships

Instructional Methodology

The course follows a blended learning approach combining theory with practice:

- Strategy Briefings - Interpersonal dynamics, team roles, and communication models
- Case Studies - Relationship breakdowns and recovery strategies in the workplace
- Workshops - Self-assessments, feedback drills, and communication exercises
- Peer Exchange - Small-group sharing and applied relationship simulations
- Tools - Trust builders, emotional triggers map, relationship health checklist

Course Outline

DETAILED 2-DAY COURSE OUTLINE

Training Hours: 7:30 AM – 3:30 PM **Daily Format:** 3–4 Learning Modules | Coffee breaks: 09:30 & 11:15 | Lunch Buffet: 01:00 – 02:00

Day 1: Building the Foundations of Effective Working Relationships

- **Module 1: Understanding Workplace Relationship Dynamics (07:30 – 09:30)** • Why working relationships matter for performance and morale • Trust, respect, and credibility as relationship pillars • Recognizing relationship strengths and gaps
- **Module 2: Communication Styles and Interpersonal Awareness (09:45 – 11:15)** • Identifying your communication style • Adapting to diverse communication preferences • Active listening and non-verbal signals
- **Module 3: Emotional Intelligence in Professional Interactions (11:30 – 01:00)** • Self-awareness, empathy, and social regulation • Recognizing and managing emotional triggers • Responding constructively in tense moments
- **Module 4: Workshop – Workplace Scenario Mapping (02:00 – 03:30)** • Participants reflect on and plan for a real-world working relationship challenge

Day 2: Strengthening Collaboration and Managing Difficult Situations

- **Module 1: Building Rapport and Professional Trust (07:30 – 09:30)** • Techniques for establishing and maintaining rapport • Trust-building behaviors and habits • Dealing with misunderstandings early and directly
- **Module 2: Giving and Receiving Feedback (09:45 – 11:15)** • Constructive vs. destructive feedback • Delivering feedback with clarity and care • Receiving feedback with openness and professionalism
- **Module 3: Conflict Resolution and Boundary Setting (11:30 – 01:00)** • Common causes of workplace tension • Assertiveness vs. avoidance vs. aggression • Setting respectful limits and holding difficult conversations
- **Module 4: Final Workshop – 30-Day Relationship Improvement Plan (02:00 – 03:30)** • Personal action plan for one key relationship • Peer feedback and facilitator coaching • Course reflection and closing

Certification

Participants will receive a Certificate of Completion in Effective Working Relationships, confirming their ability to communicate, collaborate, and build rapport with professionalism and confidence in diverse workplace settings.

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