



**Guided with Coaching** Syllabus, 2015

## **CHALLENGING WORKPLACE RELATIONSHIPS: SKILLS FOR *ATTAINING PEACE AT WORK AND PEACE OF MIND***

### **BASIC COURSE INFORMATION**

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This course is offered by The HR Mediation Academy.

This course is solely online.

To contact an advisor please email: [CWR@hrmediationacademy.com](mailto:CWR@hrmediationacademy.com).

### **COURSE DESCRIPTION**

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#### **Prerequisite**

There are no prerequisites for enrollment in this course although a background in or desire to advance in the field of Human Resources is highly recommended.

#### **Overview of Course**

Most of us experience challenges in our relationships from time to time. As HR professionals you have a special responsibility to be able to manage these challenging relationships. So, what is a challenging relationship and why are some challenging but not others? Most importantly what can we do that will help, and what should we absolutely avoid-because we know we don't want to make things worse! If you are looking for a quick fix, this is not for you. If you are earnest about taking full responsibility for yourself and how you show up in your relationships in all ways, then you are about to change the quality of your life!

#### **Methods of Instruction**

This class is taught online through video lectures, readings, moderated discussions, group coaching, exercises, and practice opportunities.

#### **Learning Objectives:**

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

1. Define a challenging workplace relationship
2. Articulate why workplace relationships are challenging

3. Describe the best general principles for dealing with challenging workplace relationships
4. List and explain the approaches to avoid when dealing with challenging relationships
5. Articulate a structured approach to deal with challenging relationships
6. Act authentically
7. Demonstrate an ability to maintain and restore a calm, relaxed and coherent state
8. Reality check before acting
9. Listen with empathy to discover everyone's feelings and needs
10. Learn by giving and receiving feedback openly
11. Be assertive and resolve differences collaboratively
12. Use unilateral power and formal authority as a last resort

## REQUIREMENTS

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1. Watch all the instructional video's provided.
2. Complete the exercises as prompted in the course materials.

## WEBINAR SCHEDULE

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Week 1	What is a challenging workplace relationship? Why are workplace relationships challenging?
Week 2	What are the best general principles for dealing with workplace relationships, especially those we see as challenging?
Week 3	What approaches should you avoid?
Week 4	What is the best structured approach to deal with challenging relationships? (1) Act authentically and maintain a calm, relaxed and coherent state (2) Reality check before acting
Week 5	(3) Listen with empathy to discover everyone's feelings and needs (4) Learn by giving and receiving feedback openly
Week 6	(5) Be assertive and resolve differences collaboratively (6) Use unilateral power and formal authority as a last resort (7) Build trust and coach others to collaborate!

## GENERAL POLICIES

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### **Certificate of Completion**

A certificate of completion of the **CHALLENGING WORKPLACE RELATIONSHIPS: SKILLS FOR *ATTAINING PEACE AT WORK AND PEACE OF MIND*** is issued after taking an online quiz. To request the test to demonstrate your participation contact us at:

[CWR@hrmediationacademy.com](mailto:CWR@hrmediationacademy.com)

### **Student Disability Services:**

Communicate proactively about any accommodations needed:

[CWR@hrmediationacademy.com](mailto:CWR@hrmediationacademy.com)