

## RELATIONSHIP DEVELOPMENT

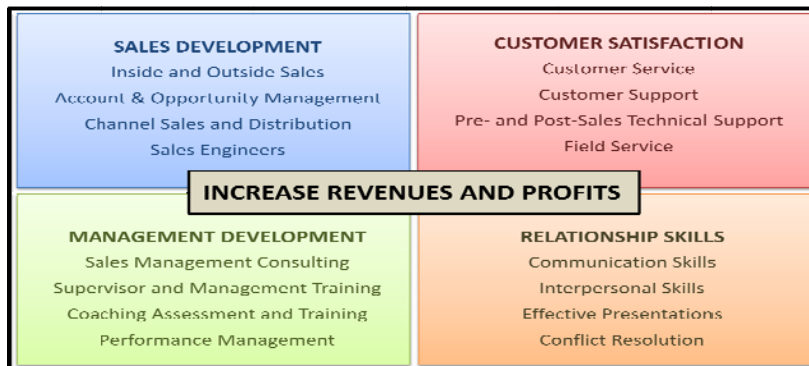
### *Building stronger, longer-lasting relationships*

Our relationship development programs help people develop stronger, trust-based relationships that result in them being more enjoyable to work with and socialize with. The primary emphasis is to build an understanding of the factors that contribute to relationship development, and how to use those factors to build and sustain successful relationships.

Relationship development programs may include some or all of the following elements:

- Developing greater empathy
- Building stronger rapport
- The three forces that dictate people’s behaviour
- Managing people’s expectations
- Building greater trust
- Responding to a person’s emotional state
- Developing more effective communication
- Developing and enhancing “active listening” skills
- Saying things in the right way
- Getting people to do what you want them to do
- Defusing anger and resolving conflict
- Dealing with difficult people
- Successful presentation skills and effective public speaking
- Developing and maintaining a positive attitude

Contact us to discuss your needs and how we can help you develop better relationships.



**DELAINE CONSULTING INC.**  
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