

NETWORKING FOR ENHANCED COLLABORATION

LEARNING FORMAT: CLASSROOM (ONSITE ONLY)

Today's jobs are more complex and demanding, increasing the need for information and expertise from diverse contacts across, and outside the organization. Associates must build business networks to contribute to their success and to enhance collaboration across the organization.

This course will help learners increase personal and team value by teaching them to cultivate a network of associates they can contact for information, advice, and coaching. Learners identify what information and expertise they need, identify who can provide it, practice asking for help, and then learn techniques for maintaining strong working relationships.

DO YOU FACE ANY OF THESE ISSUES?

- > Do employees lack the information or resources they need to perform their job?
- > Is poor interdepartmental collaboration a barrier to enhanced success at your organization?
- > Does your organization require higher levels of collaboration between people, teams, and departments?

PERFORMANCE OBJECTIVES

Helps individual performers:

- > Apply a process for developing, expanding, and maintaining a business network.
- > Recognize the benefits of networking for themselves, their work group, and organization.
- > Use a set of flexible interaction skills to secure the help and involvement of network contacts and maintain strong working relationships.
- > Identify opportunities to reshape and expand their network to meet new needs.
- > Plan their approach to following through on networking opportunities.

PRIMARY COMPETENCIES DEVELOPED

- > Building Strategic Working Relationships
- > Communication

SECONDARY COMPETENCIES DEVELOPED

- > Initiating Action
- > Building Trust

COURSE OVERVIEW

- > **The New Need for Networking:** Learners discuss the factors that are driving the need for networking. The facilitator introduces two types of networks, immediate and extended, and four actions for building and maintaining a business network. Learners complete a survey measuring their comfort with and proficiency in using the four networking actions.
- > **Identify Needed Information/Expertise and Who Can Provide It:** Learners discuss why acquiring information and expertise through networking is important. They begin completing a Networking Opportunities worksheet detailing their information needs and networking contacts who can act as resources to meet those needs.
- > **Reach Out to Establish a Network Contact:** Learners view a video demonstrating an effective approach to establishing contact with a potential new networking partner. They then practice these techniques with a fellow learner in the role of a new contact they would like to make in the workplace. Learners are exposed to the three P's of networking: make a positive impression, a personal connection, and a purposeful case.
- > **Ask for Help from the Network Contact:** Learners watch a video demonstrating two approaches to asking for help and compare the approaches, evaluating their effectiveness. They work in teams to respond to three situations in which they agree on what they would say to use the three P's of networking and the five Key Principles. Participants plan their approach to how they will reach out to someone for help with an immediate or future need.
- > **Maintain the Relationship:** The facilitator leads a discussion on the importance of maintaining relationships and shares tips and best practices. Returning to their worksheets, learners identify their top-priority networking opportunities and note actions they will take to follow through on them. The facilitator guides a discussion on involving managers and others in networking efforts and asks learners to discuss their plans for developing their business networks.

VIDEO SEGMENT SUMMARIES

- > **Mutual Interests:** Elizabeth and Julia's conversation highlights techniques for successfully reaching out to establish a contact—make a positive impression, a personal connection, and a purposeful case for following up with a contact.
- > **One Way or Another:** Roberto and Anthony demonstrate an effective and a less-than-effective approach to asking for help.
- > **What Would You Say:** Short video clips feature three individuals, and challenge learners to reach out to them for help. Learners respond to each clip by agreeing on what they would say to make a positive impression, personal connection, and purposeful case for the help they need.

COURSE DETAILS

- > **Target audience:** All employees through to emerging/frontline leaders.
- > **State-fundable:** Yes
- > **Course length:** 4 hours (onsite only).
- > **Facilitator Certification:** Certified facilitator required.
- > **Prerequisites:** None.
- > **Optimal Group Size:** 8 to 16. 20 maximum
- > **Course Prep:** None.
- > **Notes:** Suitable for all environments.

OTHER COURSES TO CONSIDER

- > Communicating with Impact
- > Strengthening Your Partnerships
- > Working as a High-Performing Team