

Outstanding Business Relationships – a Team Away-Day with a purpose



Relationships matter; whether they are with colleagues, customers, suppliers, partners or associates. This Away-Day combines the effectiveness of a light-hearted approach with a specific focus on providing people with insights as to how they can be better in tune with others

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Why people get engaged

Insights come thick and fast to the participants: into themselves, the team, customers, why things have gone wrong in the past and what they could do to improve communication immediately. They'll see things from other people's perspectives and not just according to the text book.

The day also challenges participants by asking them to put theory into practice in two ways:

- by meeting two real people to see if they can "read" them and come up with a strategy to build rapport
- by placing them in a scenario in which they are required to adapt the way they communicate with people who are different to them.

How team members will benefit

Directly, they will

- gain insights into themselves and the interaction with people they work with
- discover how to reduce the frustrations they may sometimes cause in others
- know what to do with people they see as difficult
- see how to turn difficult customers into opportunities

Indirectly, they will

- refresh and strengthen relationship skills without experienced people feeling patronised
- get new ideas on how to differentiate when pitching
- create closer bonds within a team
- improve their ability to resolve conflict and overcome resistance

What people say

"At 3.15 I realised I wasn't asleep and when I looked around the room neither was anyone else. Everyone was engaged in a lively debate. A remarkable achievement."
Director, professional services firm

"The deal closed last night at \$1.1m. Without the insights we would have been blown out long ago."
Software Sales Director

"Jim has a way of getting people thinking about, and working on, their challenges that allows him to introduce new ideas without the resistance more prescriptive trainers meet."
IT Security Sales Director