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PHOENIX TS

Office Politics Training

Course Overview

This 1-day, instructor-led course will help participants successfully recognize and navigate office politics. This training will address:

- Creating and maintaining better relationships
- Communicating and working with your peers and colleagues
- Being better team members to be more successful and productive

Course Objectives

At the conclusion of this class, students will be able to do the following:

- Understand the purpose and benefits of office politics.
- Setting boundaries and ground rules for new employees.
- Learn to interact and influence among colleagues.
- Learn how to manage various personality types in the office.
- Determine how to gain support and effectively network
- Recognize how you are a part of a group and how you function.

Course Outline

Overview

- Understand office politics
- Manage various personality types
- Gain support and effectively network

New Hires

- Company core values
- Building relationships

- Encourage respect
- Setting ground rules

It's About Interacting and Influencing

- Build a culture of collaboration
- Be nice to everyone (not just those who can help you)
- Be a team player

Dealing with Rumors, Gossip, and Half-Truths

- Its effects on morale
- Reinforce the truth with facts
- Do not participate
- Deal with it swiftly

Office Personalities (I)

- Complainer
- Gossiper
- Bully
- Negative Ned/Nancy

Office Personalities (II)

- Information keeper
- Know-it-all
- The Apple - polisher
- Nosey neighbor

Getting Support for Your Projects

- Gain trust through honesty
- Be assertive
- Blow your own horn
- Make allies

Conflict Resolution

- The importance of forgiveness
- Neutralizing emotions
- The benefits of a resolution
- The agreement frame

Ethics

- Benefits of an ethical environment
- Lead by example
- Ensuring ethical behavior
- Addressing unethical behavior

You Are Not an Island

- Never burn a bridge
- Take the high road
- Trust is a two-way street
- Don't hide in your office

Social Events Outside of Work

- How to decline politely
- Rules when attending
- Meeting new people
- Conversation Dos and Don'ts

History of Social and Emotional Intelligence

- Defining social and emotional intelligence

Understanding Self-Awareness

Improving Self-Management through Reflection

- Reflective diary

Empathy, Organizational and Service Awareness

- Empathy
- Organizational awareness
- Service awareness

Identifying Relationship Skills

- N'Derial III

Decision Making

- Decision making traps
- Decision wheel method

Philosophy Statement

Wrapping Up

Starting at **\$1,495**

ATTENTION

For GSA pricing or Contractor quotes call

[240.667.7757](tel:240.667.7757)



Price Match Guarantee

We'll match any competitor's price quote. Call us at 240-667-7757.

Included in this **Office Politics Training**

- 2 days instructor-led training
- Office Politics Training training book
- Notepad, pen and highlighter
- Variety of bagels, fruits, doughnuts and cereal available at the start of class*
- Tea, coffee and soda available throughout the day*
- Freshly baked cookies every afternoon*