

## Dealing Effectively with Co-Workers

**Course Description:** This course is focused on behavior between co-workers. Participants will discuss and practice a set of basic guidelines for interaction with each other. This workshop will also introduce information about social styles and how the different social styles impact communication between co-workers and colleagues. Diversity is presented as a theme throughout the workshop. Strategies for dealing with difficult co-workers and the resulting conflict between colleagues is introduced and practiced during the workshop.

**Audience:** Banking professionals at all levels.

**Objectives:** At the conclusion of this workshop participants will be able to:

- Demonstrate appropriate/professional behavior with co-workers.
- Use basic guidelines to enhance professional relationships.
- Understand the impact of different social behavioral styles on communication.
- Describe methods for dealing with difficult co-workers.
- Identify and use strategies for dealing with conflict in the work environment.

**Delivery Options:** This course can be delivered in the classroom and is also a [self-paced online course](#).

**Note:** *Dealing Effectively with Co-Workers* is printed on demand as ordered. The Participant's Handbook(s) and Trainers Guide may not be returned to ABA.

### Participant's Handbook (c) 2007

Catalog #3005032

\$73.50 List Price

**\$47.25 Member Price**

### Trainer's Guide

Catalog #3005033

\$135 List Price

**\$95 Member Price**

For more information about this product, please contact the Education Department at (501) 376-3741.

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