

# Organisation and Relationship Systems in the Workplace

## INTRODUCTION

- The workplace is changing at an increasingly faster rate. The Internet, technology, job design, forms of work, employee attitudes and behaviour, technology, even artificial intelligence (AI) are changing the very meaning of work. The structure, content, and process of work have changed. Work is no more team-based and collaborative, more cognitively complex and facing change at speed never before witnessed. If an organisation is going to prosper over the next decade, it is vital that leaders or all disciplines understand the need to redesign and improve organisation and relationship systems in their workplace.
- This Organisation and Relationship Systems in the Workplace training course will provide a focus on issues about the changing work environment, leading the next generation of workers, and improving workplace relationships and teams. This is a very innovative training course that will add value to the participants, their teams and their organisations.

Participants will develop the following competencies:

- Understand the key drivers for change
- Identify changes in organisational structure and relationships
- How to improve communication in any organisation
- How to manage and lead change in the workplace
- Understand team dynamics and high-performance teams

## PROGRAMME OBJECTIVES

- Describe the significant changes impacting on the workplace
- Discuss 'best practices' in teamwork and organisational design
- Apply knowledge to increase worker retention
- Differentiate between change management and change leadership
- Design communication systems to enhance organisational systems

## WHO SHOULD ATTEND?

This training course is suitable for a broad range of professionals but will greatly benefit:

- All Leaders and Managers in any organisation
- Those working in organisations wanting to increase their people and leadership skills
- Human Resources (HR) personnel at all levels
- Technical professionals who need better people management skills
- Anyone responsible for the management or leadership of change in their organisation

## TRAINING METHODOLOGY

- This Organisation and Relationship Systems in the Workplace training course will utilise a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. This training method includes many individual and group activities that intersperse with taught content. DVD presentations will be used to highlight the major teaching features. A variety of practical sessions and small group work, case studies, and feedback will be used to facilitate learning.

## PROGRAMME SUMMARY

- This Organisation and Relationship Systems at the Workplace five-day training course is an excellent introduction to the changing nature of work and work relationships. It will explore the ways that work is changing for individuals and groups and the impact this has on management and leadership in every type of organisation. It will equip participants with a set of tools and the knowledge to develop powerful relationship skills for improved business and personal relationships.

## PROGRAM OUTLINE

### How Work is Changing for Individuals and Teams

- The key drivers for the changing nature of work
- Technology and work – robotics, AI and the future
- The new “psychological contract” between employees and employers
- Understanding how teams develop
- High-performance teams

### Changes in Organisational Structure and Design

- The ‘Flexible Firm’ Model
- Reduced hierarchical structure – matrix structures
- Self-managed and self-directed teams
- Cross-functional teams
- Essential people skills for effective Cross-Functional Management

### Changes in Workplace Relationships

- The next generation of workers – Generations X, Y & Z
- Outsourcing, contracting and the ‘gig’ economy
- The importance of empowerment and engagement
- Empowering employees with transformational leadership
- Improving workplace communication systems

## Managing and Leading Change in the Workplace

- Approaches to organisational change
- The difference between change management and change leadership
- Change at the individual, team and organisational level
- The psychological phases of change and their effective management
- Best practice in change leadership

## Retaining Talented Workers and Managing Workplace Conflict

- Myths and facts about employee motivation
- Retention best practice
- Managing workplace conflict to improve workplace relationships
- Developing a collaborative approach to workplace conflict
- Personal action planning