

Building bridges

90-minute webinar

Some people seem to just 'click' with others, building a large network and loyal friendship group. Built on the current research into Social Intelligence, this workshop focuses on how you can take a strategic approach to building bridges rather than relying on chance. You need to be clear about your ultimate purpose and develop a structured plan for achieving it. It is also about connecting with others and that means conversational skills are critical, making engaging small talk and introducing yourself memorably.

Learning objectives

- Understand the social mind and how it works
- Be able to take a strategic approach via net-mapping
- Know how to reach out and connect with others
- Adapt to different people and link others up
- Have an action plan for how to implement the learning so it's sustainable and transferrable

Webinar overview

9.00 Welcome, agenda, overview

Why does building bridges with others matter? What are the benefits to you, your business and to other people? Group discussion via 'chat'.

9.10 Understanding the social mind

Introduction to up-to-date research into neuroscience and social intelligence. We are 'born social' and our brains are wired to connect with others.

9.20 Who do you need to connect with?

Group sharing session. Participants reflect on the areas where it would be most beneficial for them to increase relationships with. It could be internal, external, professional or personal. The facilitator introduces the idea of 'net-mapping', a practical tool for identifying your network and assessing the level of relationship between your connections. Identifying the level of the relationship based on Maister's Trust Equation. Individual activity where participants map their networks and then share the areas where they'd like to build stronger bridges.

9.45 Reaching out and connecting

Taking that first step of approaching someone else can be scary: the fear of rejection, saying something incorrect or seeming too keen can be barriers to reaching out. Strategies for intentional connection and how to get through those first few sentences, whether it's face-to-face, over the phone or online.

10.05 Adapting to others

People are different, and sometimes we need to re-build broken bridges with people we work with. Understanding that people see the world differently and thinking of how to adapt our approach and communication with them can be important for success. Brief discussion about behavioural styles using a high level description and tips for adapting.

10.20 Action plans and next steps

Participants reflect on their next steps and how they will implement their learning in the workplace. Each person makes a commitment for what they will do differently in a group whiteboard which can be circulated to participants following the session as a reminder of their actions.

10.30 Close