CONCEPT

Communication and Professional Effectiveness Course: Relationships, Conduct and Work Situations



Communication and Professional Effectiveness Course: Relationships, Conduct and Work Situations

Introduction:

Communication and professional effectiveness, covering relationships, conduct and work situations, is a 3-day course for early-career employees, administrative and front-office staff, technical specialists and the supervisors who guide them, ending with a Personal Professional Effectiveness Plan. Units lose productivity when commitments slip, working relationships stay transactional and tense moments with colleagues or internal customers are handled on impulse. Nominees already work in teams and deal with colleagues, managers and internal customers daily, and the course is taught through scenario cards and short role-plays. CoreConcept Training Center delivers this communication and professional effectiveness course.

Course Objectives:

- Describe the professional conduct a team expects in reliability, follow-through, punctuality and meeting behaviour
- Agree priorities, expectations and progress updates with the line manager in a regular one-to-one
- Build trust with colleagues across teams by applying the Trust Equation to daily interactions
- Manage personal emotional reactions under pressure using self-awareness and self-management techniques
- Handle common challenging situations, from an upset colleague to conflicting instructions, with a calm response routine
- Produce a Personal Professional Effectiveness Plan agreed with the line manager

Target Audience:

- Early-career employees and new joiners responsible for settling into teams and meeting work commitments
- Administrative and front-office staff responsible for daily contact with colleagues, visitors and internal customers
- Technical specialists responsible for working with non-specialist teams on shared tasks
- First-line supervisors responsible for guiding the conduct and working habits of team members
- Onboarding buddies and team coordinators responsible for helping colleagues settle into team routines

Course Outline:

Day 1: Professional Conduct, Expectations and Working Relationships

- Professional Conduct Checklist for Reliability, Punctuality and Follow-Through
- Meeting Behaviour Norms for Preparation, Participation and Actions
- Line Manager Expectations Agreement Using a One-to-One Template
- Working Relationship Map of Colleagues, Teams and Internal Customers
- Trust Equation Self-Review of Credibility, Reliability and Intimacy

Day 2: Emotional Self-Management and Challenging Workplace Situations

- Emotional Trigger Log for Recognising Personal Pressure Points
- Pause, Name and Choose Routine for Calm Responses
- Upset Colleague or Internal Customer Response Steps
- Missed Commitment Recovery Message and Renegotiated Deadline
- Unclear or Conflicting Instructions Clarification Checklist

Day 3: Role-Play Scenarios and the Personal Professional Effectiveness Plan

- Scenario Card Role-Play With a Frustrated Internal Customer
- Scenario Card Role-Play on Competing Requests From Two Managers
- Scenario Card Role-Play on Tension Within a Project Team
- Observer Rubric Feedback on Conduct, Composure and Trust Signals
- Personal Professional Effectiveness Plan Completion and Manager Check-In Agenda

Skills You Will Gain:

- Professional Reliability
- Expectation Management
- Trust Building
- Emotional Self-Management
- Composure Under Pressure
- Situational Judgement
- Working Relationship Building

Why Attend This Course:

- Present a Personal Professional Effectiveness Plan to the line manager as the basis for the next one-to-one
- Choose a measured response when a colleague is upset, a commitment slips or instructions conflict
- Reduce friction, repeated escalations and lost time caused by unclear expectations and tense exchanges
- Share the conduct checklist, scenario cards and response routine with new joiners and team members

Conclusion:

Back at work, the participant brings the Personal Professional Effectiveness Plan to the line manager, who uses it to agree priorities, expected conduct and the support or coaching the participant needs over the coming weeks. Supervisors and onboarding buddies can use the same conduct checklist and scenario cards with new joiners. After the first month, the participant and manager should review commitments kept, situations handled and feedback from colleagues, then update the plan for the next period.

Frequently Asked Questions FAQ:

What should participants know before the communication and professional effectiveness course?

No prior training is required. Participants should come ready to describe two or three real workplace situations they found difficult, such as a tense exchange or conflicting instructions, so that role-plays reflect their own work.

How does the communication and professional effectiveness course differ from a workplace communication skills course?

Workplace communication skills courses train listening, assertive requests, feedback models and written messages. This course concentrates on professional conduct, trusted working relationships, emotional self-management and handling challenging situations at work.

Why does communication and professional effectiveness include trust and emotional self-management?

Colleagues judge professionalism by whether a person is reliable, credible and calm under pressure. Trust and self-management shape how requests, disagreements and mistakes are received, so they determine whether working relationships hold when situations become difficult.

What do participants take back from the communication and professional effectiveness course?

Participants take back a Personal Professional Effectiveness Plan with a conduct checklist, a relationship map, a trust self-review, an emotional trigger log, response routines for common situations and an agenda for the next one-to-one with the line manager.