

Managing Inter-Departmental Dynamics

Workshop Purpose:

This simulation-based workshop highlights the importance of building strong internal relationships to ensure that the organisation provide improved service to external customers.



Workshop Outcomes:

On completion of this workshop participants will be able to:

- Demonstrate an awareness of the organisational vision, mission and values
- Demonstrate an increased awareness of how critical interdepartmental co-operation is to the business
- Demonstrate an insight into intra- and inter group relations and conflict
- Demonstrate the effects of collaboration versus those of competition
- Develop an understanding of the Value Chain and the key factors which affect the chain
- Understand how behaviour can affect the successful outcome of an interaction

Who should attend:

All individuals and teams involved in inter-departmental cooperation to ensure a productive and profitable business operation

Duration:

1 Day

For a minimum of 8 to a *maximum of 20* participants

For further information on any of our products or services please visit us on www.upc.co.za or send us an e-mail at info@upc.co.za