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COURSE BROCHURE

# Personal Leadership and Relationship Building Training Course

3 – 7 May 2027
Madrid

# Personal Leadership and Relationship Building Training Course

**Ref:** 1468_54507 **Date:** 3 – 7 May 2027 **Location:** Madrid **Fees:** 5600 GBP

Personal Leadership and Relationship Building is a 1-week training course for new and emerging managers who must earn credibility with peers, former colleagues and senior stakeholders, and it ends with a relationship and credibility development plan. Organisations now promote people earlier and expect them to deliver through networks rather than hierarchy. Jupiter Prime Training delivers this personal leadership and relationship building course across sectors.

## Why Personal Leadership and Relationship Building Matters Now

Flatter structures, cross-functional projects and hybrid working mean new managers rely on peers and other departments far more than on formal authority. Many are promoted for technical strength and then discover that their influence depends on trust, reliability and how they handle feedback. Those who invest early in relationships move decisions faster and attract support; those who do not find themselves isolated and overloaded. The course rests on established models: Stephen Covey's Circle of Influence and Emotional Bank Account, the Johari window for feedback, and reciprocity as described in influence research.

## Who Gains Most from Personal Leadership and Relationship Building

- Newly appointed managers moving from specialist roles into people responsibility
- Emerging leaders who coordinate peers in other functions without line authority
- Supervisors rebuilding relationships after promotion over former colleagues
- Project coordinators who depend on goodwill from several departments
- High-potential professionals preparing for their first leadership role

Cohorts of new managers from the same organisation gain most when they attend together and agree peer-support routines for the months that follow.

## Personal Leadership and Relationship Building Capabilities

Participants strengthen the self-discipline and the relational habits that make a new manager someone others choose to follow and support.

- Assess personal strengths, work style and energy patterns — choices about where to focus effort
- Design self-management routines for priorities and commitments — the manager's own reliability
- Build a stakeholder relationship map with trust levels — peers and senior sponsors
- Apply reciprocity and credibility principles in peer requests — cross-functional colleagues
- Communicate feedback that is specific, timely and balanced — direct reports and peers
- Weigh when to assert, negotiate or accommodate in disagreements — working relationships under strain

## Key Personal Leadership and Relationship Building Terms

- Personal leadership — the discipline of directing one's own goals, behaviour and growth before attempting to lead others.
- Circle of Influence — the set of concerns a person can act upon directly, as opposed to those outside their control.
- Emotional Bank Account — a metaphor for the trust built through deposits such as reliability and courtesy, and lost through withdrawals.
- Relationship capital — the goodwill and trust a manager can draw upon from colleagues to get work done.
- Reciprocity — the tendency for people to return favours, support and concessions they have received.
- Credibility — the degree to which others believe a person is competent, honest and dependable.

## Personal Leadership and Relationship Building Day by Day

### Day 1: Leading Yourself First

- Personal Strengths and Work Style Profile — Choosing Where to Focus Effort
- Circle of Influence Exercise — Separating Controllable Concerns From Noise
- Personal Vision Statement — Linking Daily Choices to Longer Goals
- Energy and Attention Audit — Protecting Time for High-Value Work
- Commitment Tracking Routine — Becoming Reliably On-Time and On-Promise

### Day 2: Credibility and Trust

- Credibility Components Model — Diagnosing Competence, Honesty and Dependability Gaps
- Emotional Bank Account — Planning Deposits With Key Colleagues
- Peer-to-Manager Transition Conversations — Resetting Expectations With Former Colleagues
- Expectation Agreements — Clarifying What Each Party Will Deliver
- Integrity Under Pressure Cases — Retail and Public Service Scenarios

### Day 3: Building the Relationship Network

- Stakeholder Relationship Map — Rating Trust and Contact Frequency
- Reciprocity Planning — Offering Value Before Making Requests
- Informal Network Analysis — Spotting Connectors and Gatekeepers
- Cross-Functional Request Framing — Aligning Asks With Others' Priorities
- Relationship Repair Steps — Recovering From Missed Commitments

### Day 4: Feedback and Healthy Disagreement

- Johari Window Feedback Loop — Reducing Blind Spots Through Peer Input
- Situation-Behaviour-Impact Feedback — Giving Specific, Usable Observations
- Receiving Criticism Calmly — Separating Message From Delivery
- Thomas-Kilmann Conflict Modes — Choosing Assert, Negotiate or Accommodate
- Assertive Language Patterns — Saying No While Preserving Goodwill

## Day 5: Practising the Relationship and Credibility Development Plan

- Self-Management Routine Draft — Applying Day 1 Methods to Real Calendars
- Priority Relationship Selection — Applying the Day 3 Map to Key Contacts
- Feedback Role-Play Rounds — Applying Day 4 Techniques With Peer Observers
- Peer Coaching Triads — Testing Commitments Against Honest Challenge
- Relationship and Credibility Development Plan — Finalising Actions, Contacts and Checkpoints

## Applying Personal Leadership and Relationship Building After the Course

- Hold a one-to-one expectation conversation with each priority peer from the relationship map, agreeing what each will deliver to the other.
- Ask three colleagues for situation-behaviour-impact feedback and record one change to make in response.

## Personal Leadership and Relationship Building Questions FAQ

### What is personal leadership and relationship building and why does it matter now?

Personal leadership and relationship building is the practice of managing yourself reliably while earning trust from peers and stakeholders. It matters now because new managers deliver through networks and cross-functional work more than through formal authority.

### Which roles gain most from personal leadership and relationship building training?

New and emerging managers gain most, especially those promoted from specialist roles or over former colleagues, and coordinators who depend on goodwill from other departments to get results.

### How does personal leadership and relationship building training differ from team management training?

Team management training focuses on directing, organising and appraising a team. Personal leadership and relationship building training focuses on the manager's own discipline, credibility and network of peers and stakeholders.

### What do you bring back from personal leadership and relationship building training?

You bring back a written development plan naming the self-management routines you will keep, the relationships you will invest in and the feedback checkpoints you will use.

## Personal Leadership and Relationship Building: The Way Forward

The relationship and credibility development plan lists the routines a new manager will keep, the priority relationships to strengthen and the feedback checkpoints to track progress. Its first use is deciding which peer conversation to hold next. The manager owns it and may share it with a line manager or mentor. After a quarter, the relationship map deserves a fresh rating.