



USING RELATIONAL WISDOM FOR ORGANIZATION-WIDE PROFESSIONAL DEVELOPMENT TRAINING

Pdf with live links at www.rw360.org/pdt

TRAINING THAT PACKS A POWERFUL DOUBLE BENEFIT

Numerous studies show that emotional intelligence training provides businesses and other organizations with two major benefits.

First, this type of training provides employees with emotional intelligence and conflict resolution skills that *improve their work performance*, leading to:

- Higher concentration at work
- Better interaction with colleagues and clients
- Better skill transference
- Higher organizational commitment
- Better work performance and career advancement
- Higher job satisfaction and employee retention¹

Second, this training provides employees with relational skills they can use at home to *build stable family lives*, leading to:

- Less family conflict
- Stronger and more fulfilling marriages
- Better parenting
- Reduced likelihood of divorce²

Thus, relational wisdom training leads to a *dual, reinforcing loop*. Employees who are productive and happy at work are likely to come home and enjoy a peaceful evening with their families. Similarly, employees who enjoy peaceful and stable families are likely to come to work with positive attitudes that lead to a congenial, creative and profitable workplace. This double benefit can produce a major financial return:

“When companies invest in the physical and relational wellness of their workers, returns on investment can range between \$1.50 and \$6.85 for every dollar spent on these types of programs.” [Relational Wellness: Corporate America’s Business](#)

¹ [Corporate studies](#) have shown that the cost of replacing an employee can range from tens of thousands of dollars to two times an employee's annual salary.

² [Similar studies](#) show that the average cost to an organization for divorcing employees is \$8,317 per employee per year. Therefore, investing in training that increases employee retention and strengthens employees' families is one of the best financial investments a company can make.

CPR (CONFLICT PREVENTION AND RESOLUTION) FOR THE WORKPLACE

Relational wisdom training can also improve employees' ability to prevent and resolve conflict in the workplace, which helps to preserve relationships, reduce staff turnover, improve productivity and save organizations thousands of dollars (e.g., the cost of replacing an employee typically equals 1x to 1.5x their annual salary³). Here are some examples of how relational wisdom and peacemaking can be applied in the workplace:

- [Reconciling Two Stubborn Scientists](#)
- [No Excuses](#)
- [Reconciled by a Baby Moose](#)

For more information on how relational wisdom can improve employees' conflict resolution skills, see [Emotional Intelligence and Conflict Resolution](#).

EVALUATE TRAINING

One of the best ways to *pilot test* the benefits of emotional intelligence training is to host a live one-hour *Professional and Community Engagement (PACE) seminar* for a few managers or employees of your organization.⁴ These pilot test seminars are offered as a free community service by our network of volunteer PACE Instructors to allow organizations to assess the quality and relevance of this training (see [Overview of the PACE Program](#)). Every student who attends a live pilot test seminar is provided with a scholarship code that allows them free access to one of RW360's full 8-hour online courses in relational wisdom, which provide detailed guidance on how they can strengthen their relational and emotional intelligence skills. This type of event could be promoted with this type of announcement:

Next [day and date, from [time period],] our company will be hosting a 1-hour professional development training seminar entitled "Emotional Intelligence in the Workplace" for company managers. This training introduces skills that can improve job performance and career advancement. These same skills can be taken home to build stronger marriages and improve parenting. For more information on this training, see [Overview of PACE Program](#) and [Relational Wisdom Strengthens Both Families and Businesses](#). If our management team finds this training to be of value, we may arrange for our entire workforce and their families to have access to the more detailed 8-hour online version of this training.

³ [How Much Does Employee Turnover Really Cost?](#)

⁴ If there is not yet a PACE Instructor in your community, you can download this [demonstration video](#) of a one-hour introductory seminar or contact RW360 to arrange a zoom presentation.

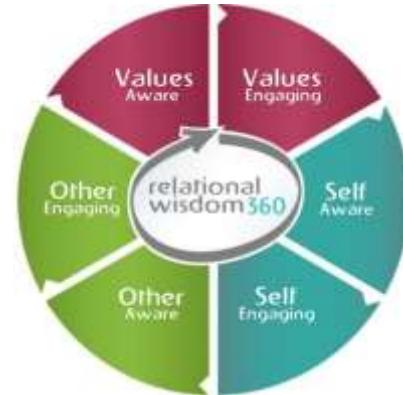
A second way to evaluate this training is to pay for an [Advanced RW Instructor](#) to present a live seminar for a group of managers and employees, which can range from three to five hours, depending on your preferences (see [Live Webinars and Seminars](#)).

A third way to evaluate this training is to pay for a group of managers and employees go through one of RW360's online courses on relational wisdom (see below) over an 8-week period. This training could be enhanced by having an Advanced RW Instructor meet with the team periodically in person or by Zoom to discuss the application of relational wisdom to specific organizational issues. Managers and employees who desire to accelerate the development of specific relational and conflict resolution skills can request follow-up coaching on a monthly or bimonthly basis.

If this initial training receives positive evaluations, your organization could then use one of the full courses described below to make this training available to your entire workforce and their families.

TWO TRAINING PARADIGMS

Relational wisdom is an enhanced form of emotional intelligence. One of the key enhancements of relational wisdom is that it enables people to integrate their personal worldviews and value systems with the skills of emotional intelligence. This integration provides a moral compass and reduces the likelihood that these skills will be used in manipulative ways (see ["The Dark Side of EI"](#)).



To facilitate this integration, RW360 allows students to choose the training paradigm that best aligns with their personal worldview or faith. Our [values-based \(secular\) paradigm](#) is compatible with [all worldviews and faiths](#). Our [faith-based paradigm](#) is compatible with a Christian worldview.

Students are entirely free to choose whichever paradigm matches their personal worldview, so this training is fully compliant with the U.S. Equal Employment Opportunity Commission (EEOC) [Guidelines on Religious Discrimination](#).

INDIVIDUAL AND GROUP TRAINING

Students may go through our training courses in two ways. Individual access is available *online through the RW Academy*. Both courses are also available in *group study sets*, with the teaching videos provided on DVDs or flash drives.

- [Exploring Relational Wisdom Online Course](#) (values-based)
- [Exploring Relational Wisdom Group Study Set](#) (values-based)
- [Discovering Relational Wisdom Online Course](#) (faith-based)
- [Discovering Relational Wisdom Group Study Set](#) (faith-based)

TWO PROFESSIONAL DEVELOPMENT TRAINING FORMATS

Your company may provide organization-wide training in two different ways.

1. Personal Online Study + Group Discussion

Personal Study: The most effective way to train an entire workforce is to provide all employees with scholarship coupons to access the course of their choice online and complete one lesson a week as professional development training (which typically requires 1 to 1.5 hours a week of study per week). This approach allows employees to dig into the course material as deeply as they wish, and to read supplemental articles that are relevant to their personal work and family lives. Some employers make this training mandatory professional development, while other employers make it optional.

Group Discussion Magnifies Growth: Employees will receive a greater benefit from this training if they are offered the opportunity to meet weekly or bi-weekly in small groups (in person or by video conferencing) to go through relevant discussion questions provided in the *Personal Study Notes* and to discuss ways they can apply these principles in their role within the company. Studies show that this type of interaction provides the greatest level of growth in relational skills. Personal growth will be further enhanced as managers model these skills and encourage employees to practice relational wisdom in their daily interactions.

This training approach could be announced with this type of message from the CEO:

I recently completed an 8-lesson course on a concept called “relational wisdom” (aka, “RW”), which is an enhanced form of emotional intelligence (EI). I found this training to be so valuable that I would like our entire organization to benefit from this excellent professional development training (see these [endorsements](#)).

This training is available in a “values-based” (secular) format that is compatible with all worldviews and faiths and in a “faith-based” format that is compatible with a Christian worldview. Each of you will have the freedom to choose whichever course you prefer. The foundational principles are the same in each course, so we will all be getting the same basic RW skills training no matter which course we go through. And if you want to see some of the differences between the two courses, you may use optional crossover links throughout the courses to do so. It’s entirely up to you.

You can preview each of these courses by skimming through the two study guides: [Exploring Relational Wisdom Study Guide \(values-based\)](#) and [Discovering Relational Wisdom Study Guide \(faith-based\)](#). Once you’ve made your choice, please let our HR department know your preference so we can give you the appropriate study guide. Then use one of URL links we provide to register for the course of your choice.

Beginning on [date], I would like each member of our organization to complete one lesson a week on company time in the course of your choice. Your department leaders will then arrange for a [weekly or bi-weekly] meeting for your team to get together to discuss the principles we are learning and to brainstorm ways you can apply them within our organization and with the people we serve.

As [this article](#) shows, the principles of relational wisdom provide a double benefit if they are applied both at work and in the home (see [Spanglish – The Secret of Being Influential](#) and [What Happens When an Entire Family Studies Relational Wisdom](#)). Therefore, we encourage each of you to use the registration links provided to you to invite members of your family to go through the course with you if they want to do so. Family members can print out their own study guides when they register for the course, or you can contact our HR Department for professionally printed study guides.

2. Live Group Study

Using either group study set, the entire staff can meet as a single group or in departmental subgroups for eight one-hour meetings⁵ to watch the teaching videos. Course facilitators can then lead students through the discussion questions provided in the [Personal Study Notes](#) for each lesson. To make these meetings inviting, the company could provide refreshments or free lunch each week.⁶

Although this is a convenient way to provide this training, the “personal online study + group discussion” approach is generally more effective because it allows employees more time to read supplemental information and reflect on and even practice these concepts before they participate in a group discussion. It also allows employees’ families to access the online course and study RW together.

USE LIVE SEMINAR TO CATALYST ORGANIZATION-WIDE TRAINING

One of the best ways to build enthusiasm for RW training is to pay for an [Advanced RW Instructor](#) to present a live 2 to 3 hour introductory seminar for your entire organization to introduce the concept of relational wisdom and describe how this kind of training can not only improve their job performance and enjoyment but also strengthen their marriages, improve their parenting and deepen their personal friendships. Every employee who attends this seminar will receive a free registration code for the online course of their choice so you can immediately commence the

⁵ The first session involves a 44-minute video, so you should allow at least 75 minutes to allow time for meaningful discussion.

⁶ Meeting rooms should have a flat screen video TV large enough for everyone to see. It should also have a computer or other device that allows the videos to be played from DVDs or a USB flash drive. All technical equipment should be tested in advance to allow time for adjustments.

organization-wide “Personal Online Study + Group Discussion” plan (see details at [Live Seminars](#)).

FAMILY PARTICIPATION

The benefits of this program will be enhanced if employees’ families are encouraged to go through this training so entire families can learn how to practice these concepts together in their homes.⁷ Therefore, registration coupons for the online course may be used by employees and their families to register for the course (see details below).

COST

When a company pays for an Advanced Instructor to present a live seminar to its entire workforce, the company pays a standard honorarium plus a \$30/ person materials fee (\$15/person for nonprofits; see price details at [Live Seminars](#)). Every employee who attends this type of seminar will be given a scholarship code that allows them and their families to access the full online course in relational wisdom for free.

Alternatively, if you choose to use the “Live Group Study” plan, you can purchase group study sets and additional study guides through [RW360’s Bookstore](#). These sets cost \$400 each (\$200 for nonprofits) and include study guides for ten people. Additional study guides cost \$10 each.

As a third option, if you want to make this training available to your employees and their families through the online study plan (without hosting an initial live seminar), or if some of your employees were not able to attend a live seminar, you can purchase registration coupons through RW360’s bookstore. Each coupon may be used by an employee and his or her family members.

- 10 or more coupons - \$46.55 per family
- 25 or more coupons - \$44.10 per family
- 50 or more coupons - \$41.65 per family
- 100 or more coupons - \$39.20 per family
- 200 or more coupons - \$36.75 per family
- Nonprofit orders of at least 10 coupons - \$24.50 per family

As you weigh the cost of this training, it is helpful to remember this remarkable benefit:

“When companies invest in the physical and relational wellness of their workers, returns on investment can range between \$1.50 and \$6.85 for every dollar spent on these types of programs.” [Relational Wellness: Corporate America’s Business](#)

⁷ As indicated in [RW Training Strengthens Both Families and Businesses](#), an employee’s divorce typically costs an employer over \$8,300 per year for two years, so including employees’ families in this training benefits both employees and employers.

Our global ministry is supported largely by income from our training programs. Even so, we never want anyone to be deprived of our foundational training due to financial limitations. Therefore, we are happy to provide [scholarships on an individual basis](#) and to negotiate lower prices for group training in select cases. Community Development organizations may request special scholarships for the people they serve (see below).

COMMUNITY DEVELOPMENT SCHOLARSHIPS

Nonprofit organizations that provide free community development (e.g., Rescue missions, women's shelters, youth programs, jail and prison ministries, homes for pregnant teens, addiction recovery, support for trafficked individuals, etc.) typically serve individuals who have major "relational skill deficits." Therefore, a key step in restoring these individuals to productive, self-sufficient lives is to help them learn how to manage their emotions, develop empathy and self-discipline, become proficient at preventing and resolving conflict, and learn how to pursue reconciliation with their families (see Eph. 4:20-32).

To support this type of service, RW360 welcomes the opportunity to provide community development organizations with a [special scholarship arrangement](#) that enables them to provide training in relational wisdom and peacemaking for their staffs, boards of directors, volunteers, guests and clients at reduced or no cost.

SELECTING AND TRAINING IN-HOUSE FACILITATORS

Weekly training sessions and small group discussions will be most effective if they are led by Facilitators who are respected by their teams and have a reputation for modeling good relational skills with others. Facilitators could be company owners, Human Resource representatives or team or department leaders. All RW360 courses include a detailed *Leader's Guide*, so no special training is required to lead a group. Even so, some Facilitators may find it beneficial to complete RW360's *Instructor Training Course*, especially if they plan to lead this type of training on a regular basis. HR representatives can add to their skills sets by pursuing advanced training in Relational Wisdom Coaching and Relational Wisdom Conciliation/Mediation (see [Academic Catalog](#)).

INTRODUCTION TO THE PROGRAM

RW360 recommends that a company CEO or course Facilitator introduce employees to this course prior to the first training session by bringing the staff together for a brief introductory meeting. During this meeting, the CEO or Facilitator can provide an overview of relational wisdom, explain how it is being used in businesses, nonprofits, schools, prisons and military bases, and share examples of how these concepts can strengthen relational skills that improve job performance and career advancement, and help to build stronger and more stable families. You may also show the demonstration video of [EI in the Workplace](#).

If you allow employees to study the course of their choice online, you should explain that both courses will present nearly identical principles and skills, with the exception that the faith-based course will include references to the Bible and elements of a Christian worldview.

Further explain that during your group discussions, the Facilitators will be using the values-based study guide and discussion questions, since that material is most common to both studies.

Also explain that during the group discussions, employees will be free to share how their own personal worldviews and values guide their application of these principles, provided that they do so in a way that is respectful of other employees' worldviews.

Finally, you could also encourage employees to take advantage of the crossover links in each course so they can see some of the worldview differences in the two courses.

FACILITATOR RESPONSIBILITIES

Facilitators should read through the course *Leader's Guide* prior to the first session and plan on watching the videos for each lesson prior to each meeting so they are familiar with the key principles in each lesson. They should then plan which discussion questions are most relevant each week since there will probably not be enough time to cover all the questions in a one-hour meeting.

As facilitators grow more comfortable with the material, they can begin to provide personal testimonies of how they are applying (or failing to apply!) the concepts in their personal lives. They should also think of additional discussion questions that make the lessons even more applicable to the company's work environment.⁸

CONFLICT RESOLUTION TRAINING

Both versions of RW360's relational wisdom training include a memorandum that explains how emotional intelligence improves conflict resolution ([EI and Conflict Resolution](#)). Organizations can provide more extensive training in conflict resolution by offering their employees the opportunity to access RW360's faith-based conflict resolution course, [Relational Peacemaking](#) for additional professional development training. RW360 plans to launch a values-based version of this course by the end of 2025.

⁸ The best personal stories involve humorous situations that other people can relate to and that avoid making other people look bad (see, e.g., [Why Scare My Wife, If Your Enemy Is Freezing](#)). When done properly, stories reveal how we all can stumble in our relationships and how the principles of RW and peacemaking can help to bring healing and health to our relationships.

ADDITIONAL INFORMATION

If you have any questions about this training and how it could benefit your organization, please email RW360 at mail@rw360.org for further information and advice.

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