

## INTERPERSONAL SAVVY

### DEFINITION

#### *OFFICIAL DEFINITION*

Relating openly and comfortably with \_\_\_\_\_ groups of \_\_\_\_\_.

#### *SKILLED*

- Relates comfortably with people across levels, functions, culture, and geography.
- Acts with diplomacy and tact.
- Builds rapport in an open, friendly, and accepting way.
- Builds constructive relationships with people both similar and different to self.
- Picks up on interpersonal and group dynamics.

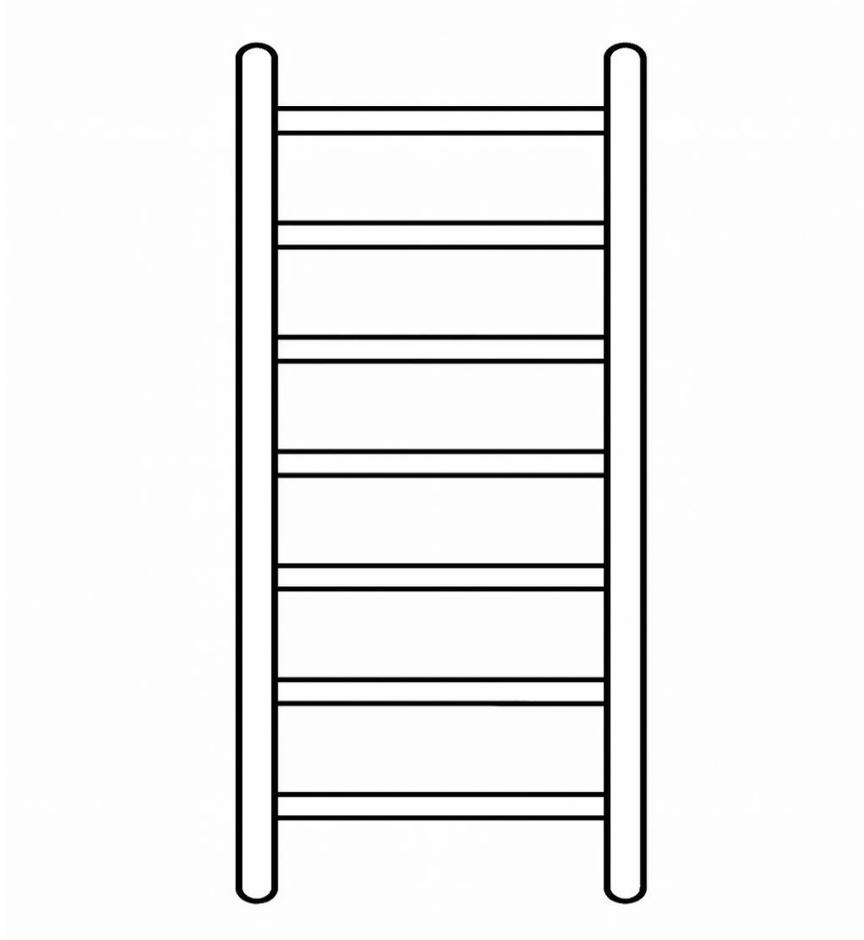
#### *LESS SKILLED*

- Doesn't relate smoothly to a variety of people.
- Doesn't build relationships easily.
- Doesn't take the time to build rapport.
- Too raw and direct at times.
- Excessively work oriented or intense.
- Impatient to get on with the agenda; judgmental or arrogant towards others.
- Freezes or panics in the face of conflict, attack, or criticism.
- Sometimes lacks confidence around others.

#### *POSSIBLE CAUSES OF LESSER SKILL*

- Can't handle disagreement and attacks.
- Defensive in the face of criticism.
- Doesn't know what to do.
- Judgmental, rigid.
- Arrogant.
- Insensitive to others.
- Poor listening skills.
- Poor time management; too busy.
- Shy; lacks self-confidence.
- Too intense; can't relax.
- Unsure of working with different types of people.
- Difficulties reading office politics or social cues.

**REFRAME HOW WE CONNECT WITH OTHERS**



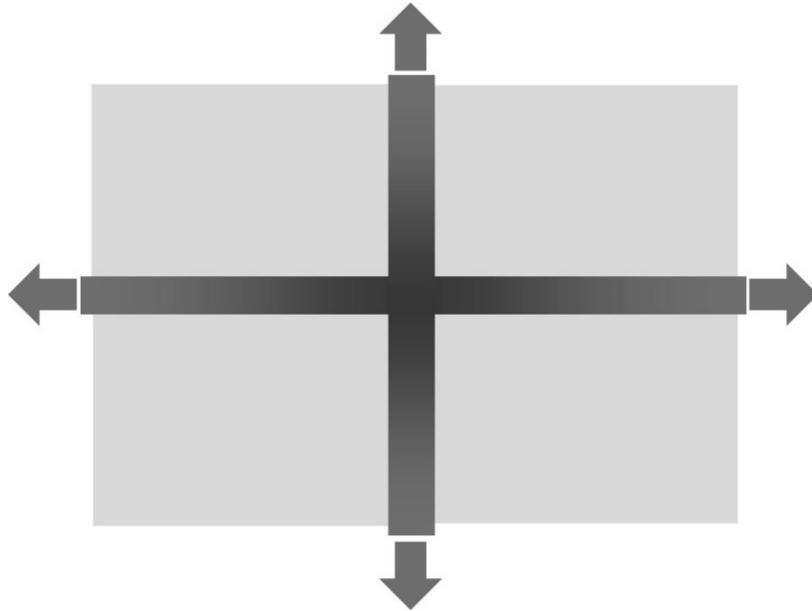
REFLECTION: What has caught your attention so far?

**RESET HOW WE LISTEN TO OTHERS**

REFLECTION: What insights are beginning to emerge about yourself?

**UNDERSTAND INDIVIDUAL AND GROUP DYNAMICS**

*COMMUNICATION STYLES*



*WORKING GENIUS*



*FUTURE-FOCUSED vs. TODAY-FOCUSED*

REFLECTION: Where are you confident? Where are you anxious?

**TIPS FOR EVERYDAY SITUATIONS**

*Situation 1: Tense Conversation*

*Situation 2: You find some people challenging (being savvy with people you don't like)*

*Situation 3: You are all business*

*Situation 4: Quiet, reserved, overly private, or lack of confidence*

## **ACTION PLANNING**

*WHAT IS ONE RELATIONSHIP YOU WILL BUILD?*

*WHAT IS ONE BEHAVIOR YOU WILL START IMPLEMENTING IMMEDIATELY?*

*WHAT IS ONE INSIGHT, TIP, OR TOOL YOU WILL TAKE BACK TO YOUR TEAM?*

### **EXHIBIT: QUESTIONS TO DEVELOP RELATIONSHIPS AND KNOW OTHERS' STORY**

1. What motivates you the most in your work?
2. What do you enjoy most about your current role on the board/staff?
3. What is a professional experience that significantly shaped your career?
4. What are some of your personal goals, and how do they align with your professional aspirations?
5. How do you like to receive feedback?
6. What challenges have you faced in your career, and how did you overcome them?
7. What do you think is the most important quality in a teammate?
8. How do you balance work and personal life?
9. What's a skill you're currently working on improving?
10. How do you prefer to communicate with your team?
11. What inspires you outside of work?
12. What is one thing you wish you could change about our team's current dynamic?
13. What work or project have you found most fulfilling recently?
14. How do you handle stress and pressure in the workplace?
15. What's your approach to problem-solving in a team environment?
16. How do you define success?
17. What's a professional achievement you're most proud of?
18. What are your favorite ways to collaborate with others?
19. How do you like to celebrate team successes?
20. What do you think makes our team unique, and how can we build on that?

**EXHIBIT: TIPS TO BUILD RAPPORT**

1. Work on being open and approachable; take in information during the start of an interaction.
2. People who share more information tend to get more information in return.
3. Focus on “we” instead of “I.”
4. Reserved? Ask the first question. Talk to strangers. Set a goal of meeting new people at every social gathering.
5. People you don’t like? Put your judgments on hold, nod, ask questions, summarize as you would with anyone else.
6. Use their name.
7. Ask open-ended questions.
8. Ask clarifying questions.
9. Read your audience: is your styling chilling them? Are you too quick to get on with your agenda?
10. People you are uncomfortable with? Do what you do with the comfortable group with the uncomfortable groups.
11. Compliment sincerely.
12. Maintain eye contact.
13. Make introductions for people.

**ABOUT MARK**

Mark Kenny helps teams collaborate in ways they never have before—so decisions stick, execution follows, and real change takes hold.

A former software company founder, Mark saw how organizations often try to solve collaboration issues with tools and systems—instead of through people. Today, he speaks, facilitates retreats, and works as a strategic advisor to leadership teams, guiding them through a practical, people-first approach he calls *The Collaboration Transformation Framework*.

Mark is also an author focused on teamwork and collaboration, father of four grown children, and a former high school girls basketball coach.

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