

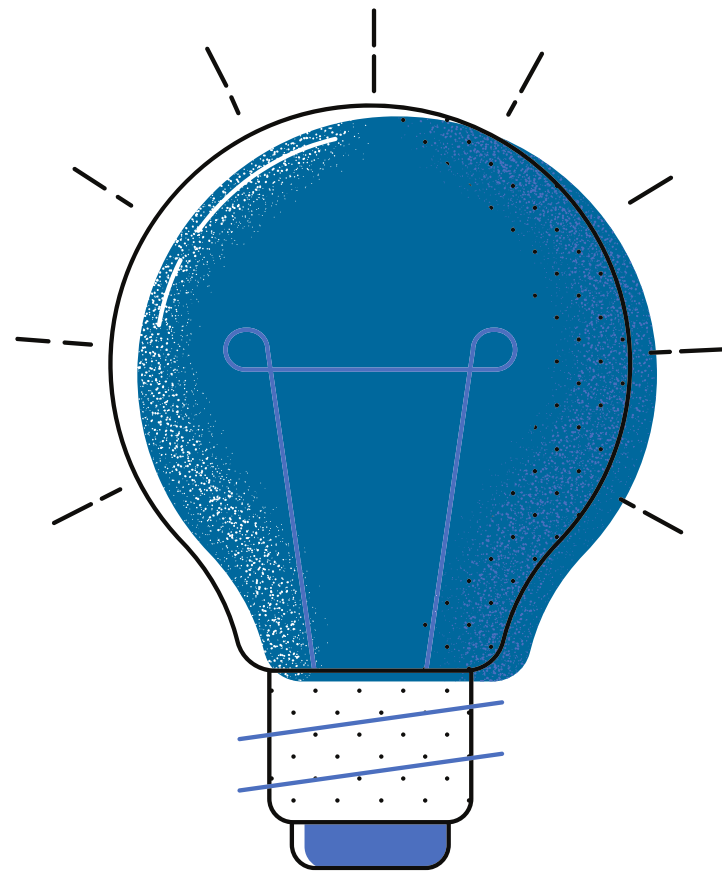


Interpersonal Savvy

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mark s kenny

In Pairs



Think of a person or family who benefited because people worked together across agencies.

What happened?

What made that possible?

Who had to work well together?

Interpersonal Savvy

Relating openly and comfortably with
diverse groups of people.

Interpersonal Savvy: Skilled Behaviors

- ✓ 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.

Interpersonal Savvy: Less Skilled Behaviors

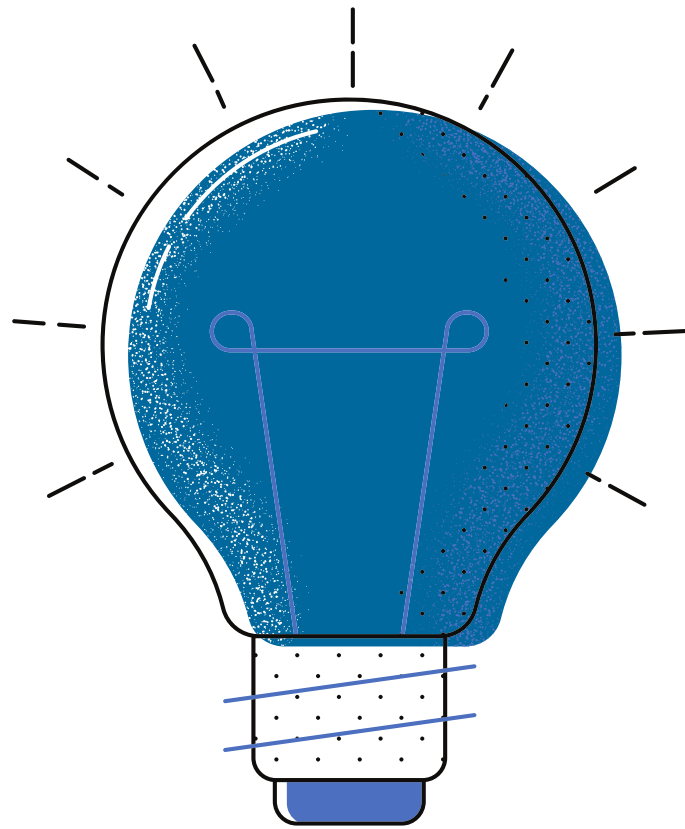
- ✓ Builds few relationships.
- ✓ Engages with people in immediate work area only.
- ✓ Is uncomfortable when interacting with people different from self.
- ✓ Expresses points of view in a blunt or insensitive manner.
- ✓ Shows little interest in others' needs.

Interpersonal Savvy: Possible Causes of Lesser Skill

- ✓ Can't handle disagreement and attacks.
- ✓ Defensive in the face of criticism.
- ✓ 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.

On Your Own

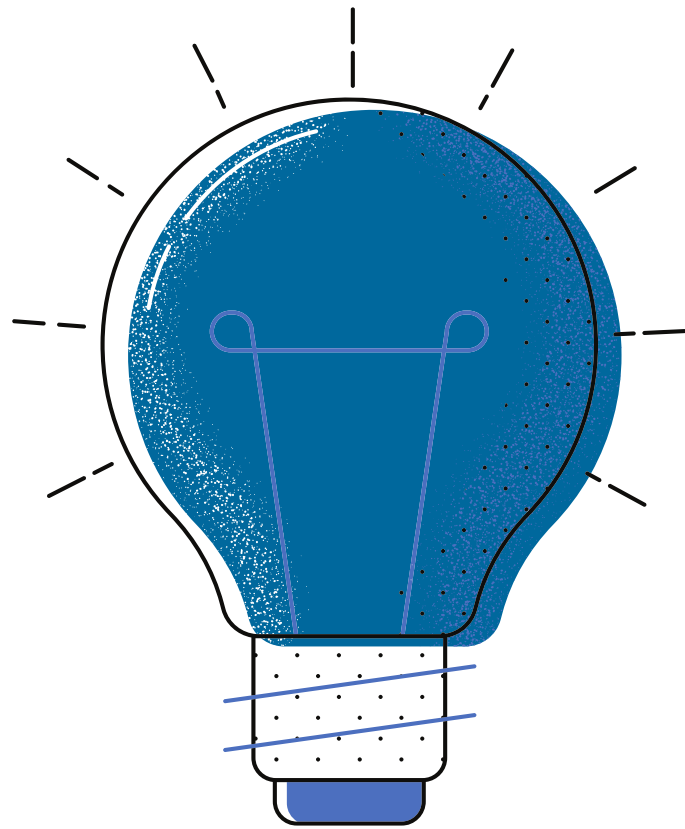
Think of one person and write down their first name or initials.



- Someone you find difficult...
- Someone you don't understand...
- Someone from yours or another agency...
- Someone whose partnership would make your work easier.
- Or simply wish you had a stronger relationship with.

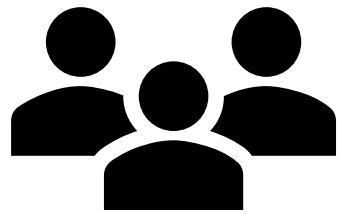
On Your Own

Answer these questions about that relationship.



- What makes this relationship challenging?
- What assumptions have you made?
- What would success look like six months from now?

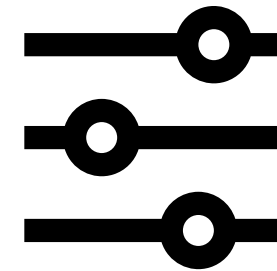
Our Agenda



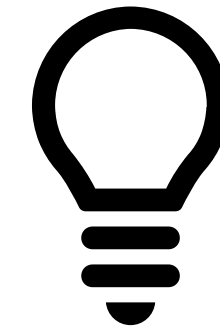
PART 1:
SEE
the human



PART 2:
DISCOVER
what matters
to them



PART 3:
ADAPT
to what they
need



Commitments
and Wrap-Up

Humanity vs. Utility

Utility

- What can this person do for me?
- Are they making my work easier?
- Are they helping me accomplish my goals?

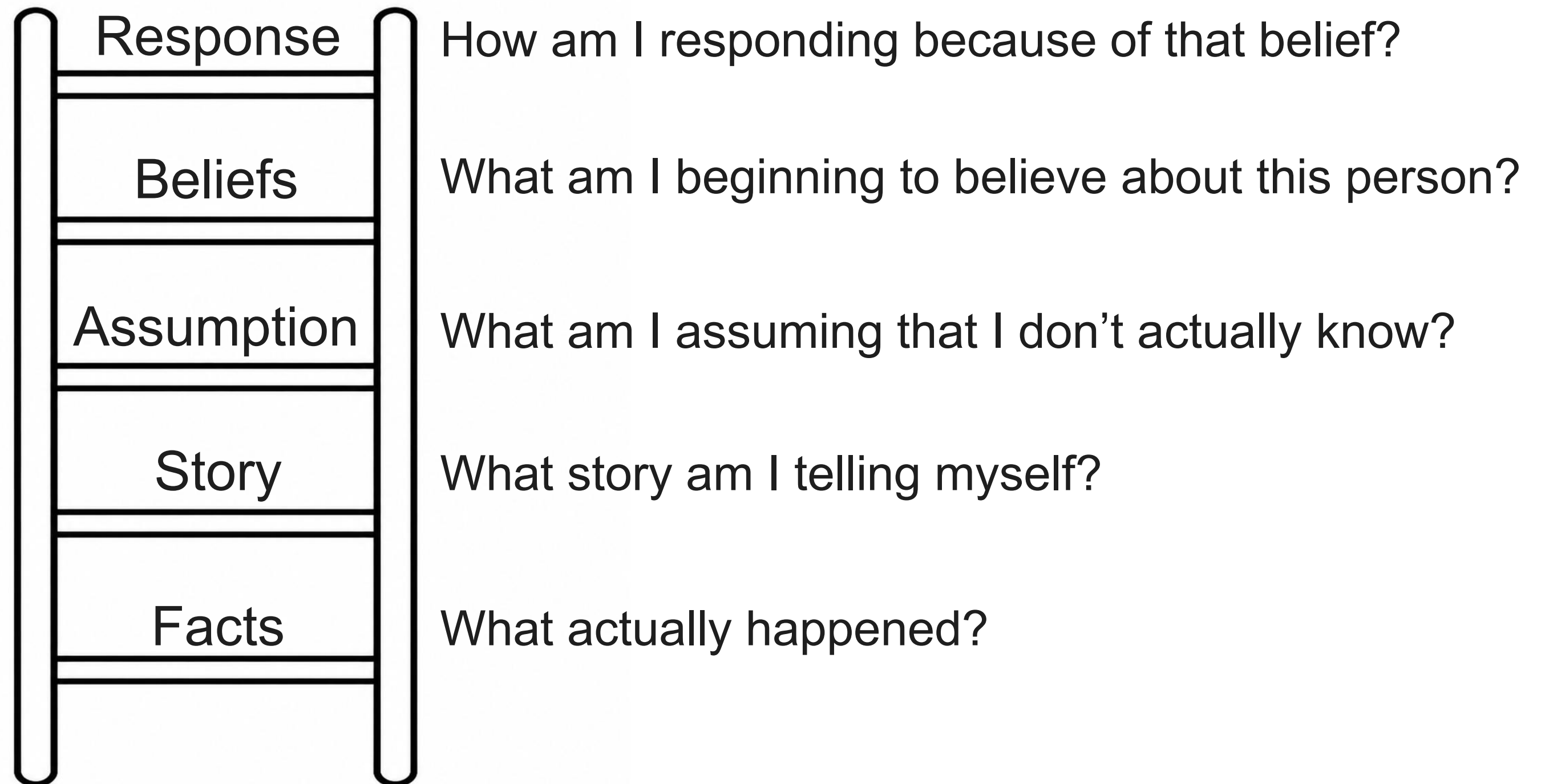
Humanity

- What matters to them?
- What pressures are they under?
- What are they trying to accomplish?
- What might I not understand?

TOOL

Ladder of Inference

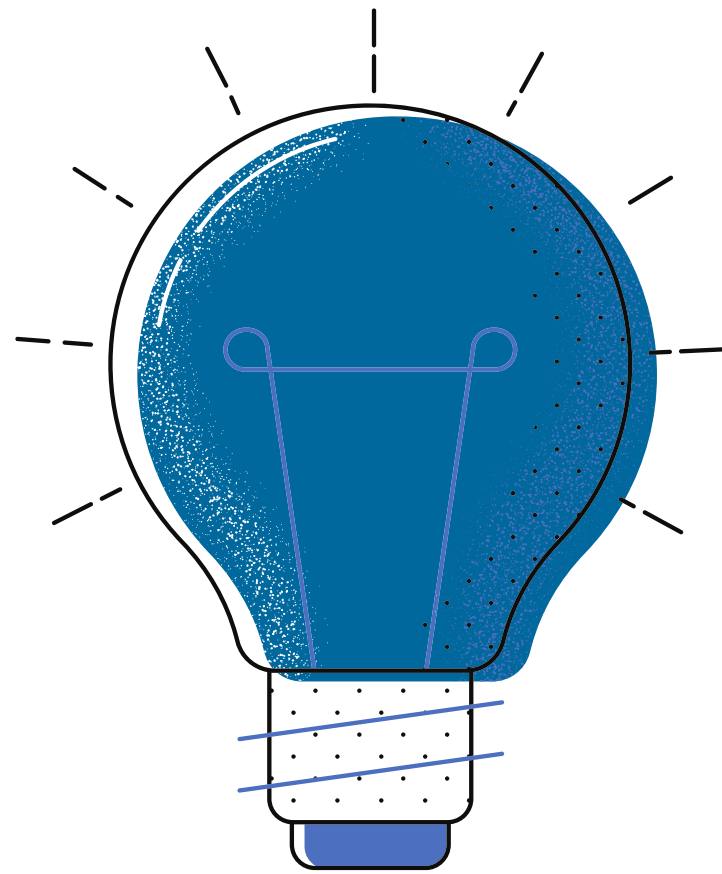
Ladder of Inference



What Else Could Be True?

On Your Own

Refer back to the person you wrote down and answer these questions.

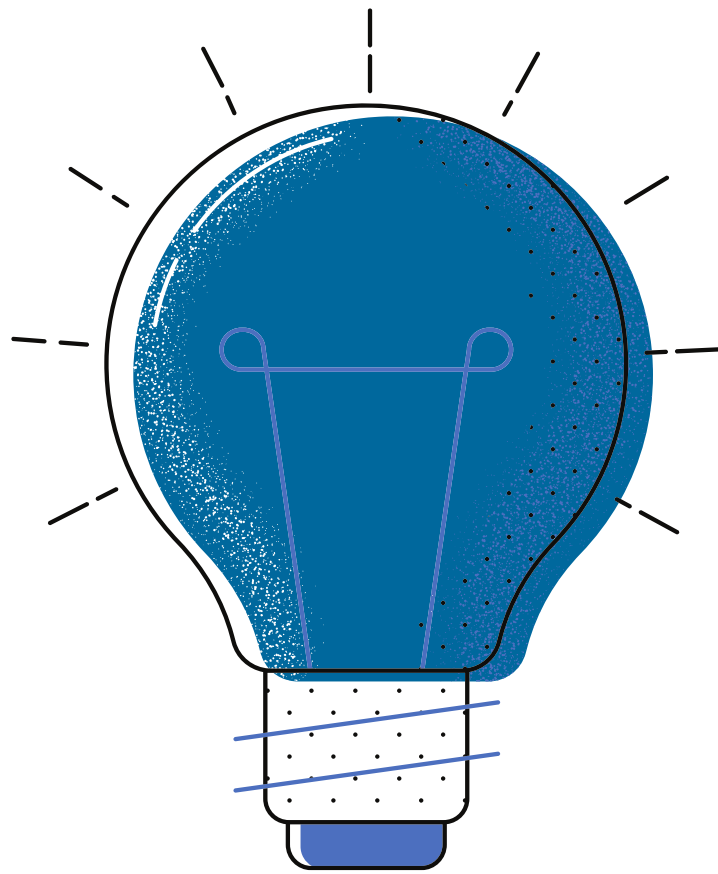


- What actually happened?
- What story have I been telling myself?
- What assumptions have I made?
- What else could be true?

In Pairs

Share your answer to this question.

- What surprised you about your answers?



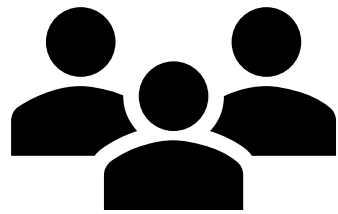
TOOL

What facts do I know?

What story have I created?

What else could be true?

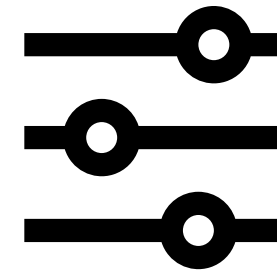
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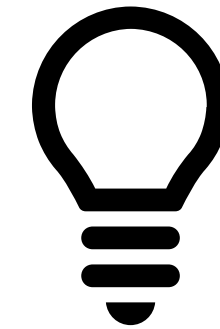
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TOOL

Blend Agendas

Blend Agendas

- What would it look like if ...?
- How might we work together to ...?

Step 3: Blend
the agendas
together

Step 1:
Articulate my
agenda

Step 2: Discover
their agenda

- How does this impact you?
- What would make this easier for you?
- What questions does this raise for you?

Blend Agendas Challenge

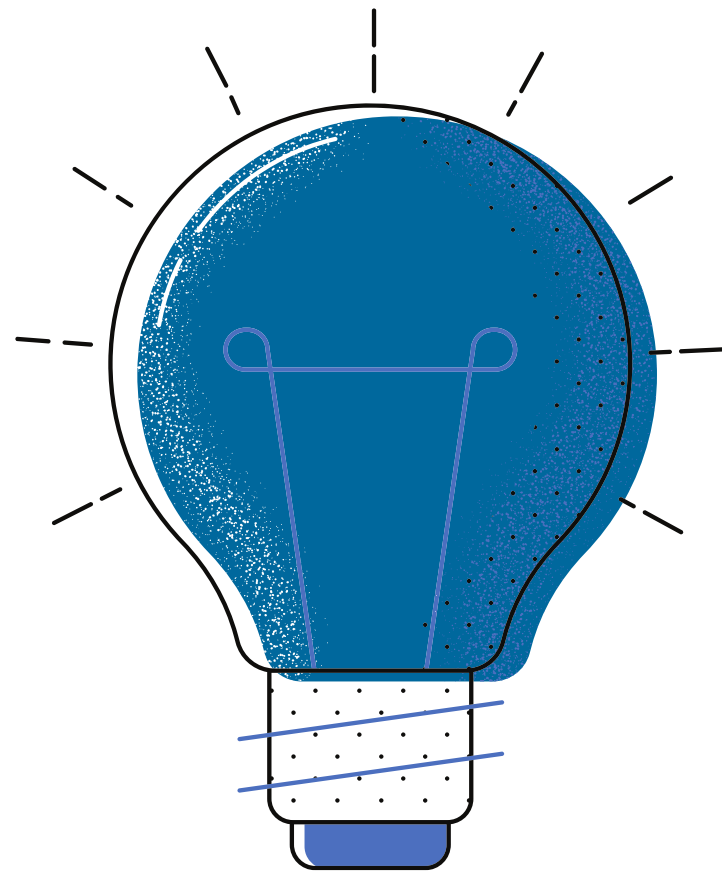
You represent different state agencies supporting the same family. A child with significant disabilities needs coordinated services.

Progress has stalled, and the family is becoming increasingly frustrated.

You've scheduled a meeting to determine the next steps. Both of you care deeply about helping this family. Neither of you is trying to create delays. You simply have different realities that the other person may not fully understand.

Your goal is to not to solve the problem. Your goal is to discover the other person's agenda (what matters to them).

You may only ask questions, summarize, and clarify.



PRACTICAL CONVERSATION MOVES

"Help me understand..."

"Tell me more..."

"What's making this difficult?"

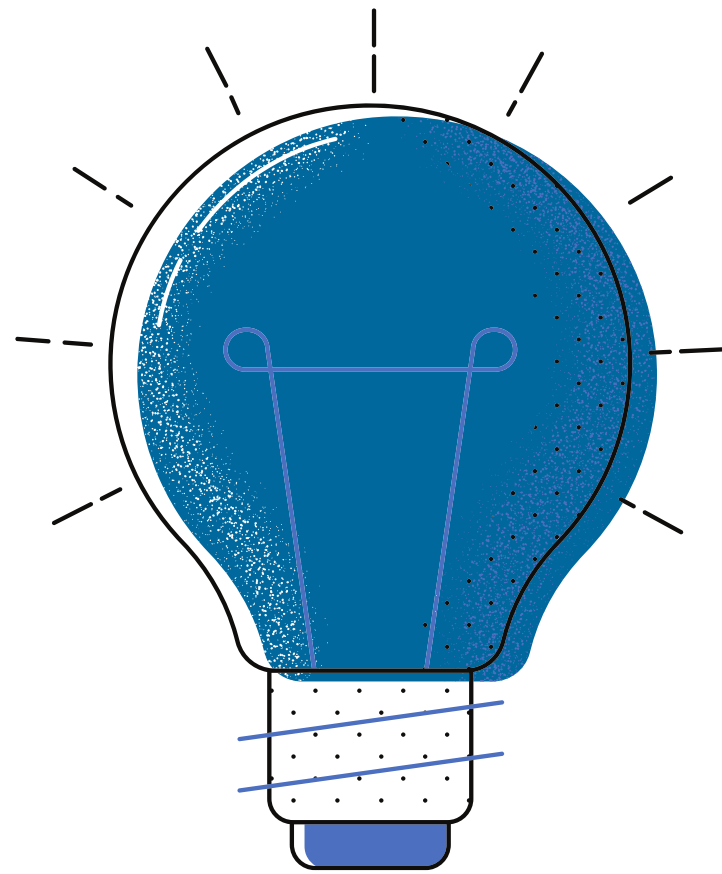
"What matters most to you?"

"What would success look like from your perspective?"

"So what I'm hearing is..."

On Your Own

Refer back to the person you wrote down and answer these questions.



My Agenda

1. What matters most to me?

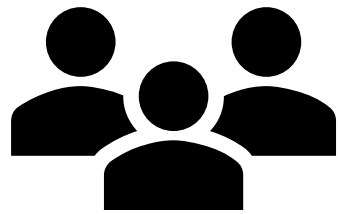
Their Agenda

2. What matters most to them?
3. What pressure might they be under?

Moving Forward

5. Where do we have common ground?
6. What question could move us forward?

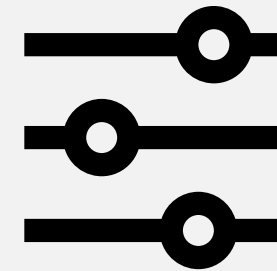
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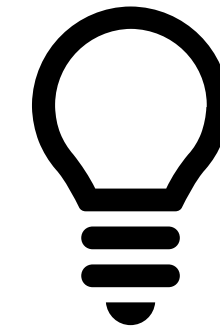
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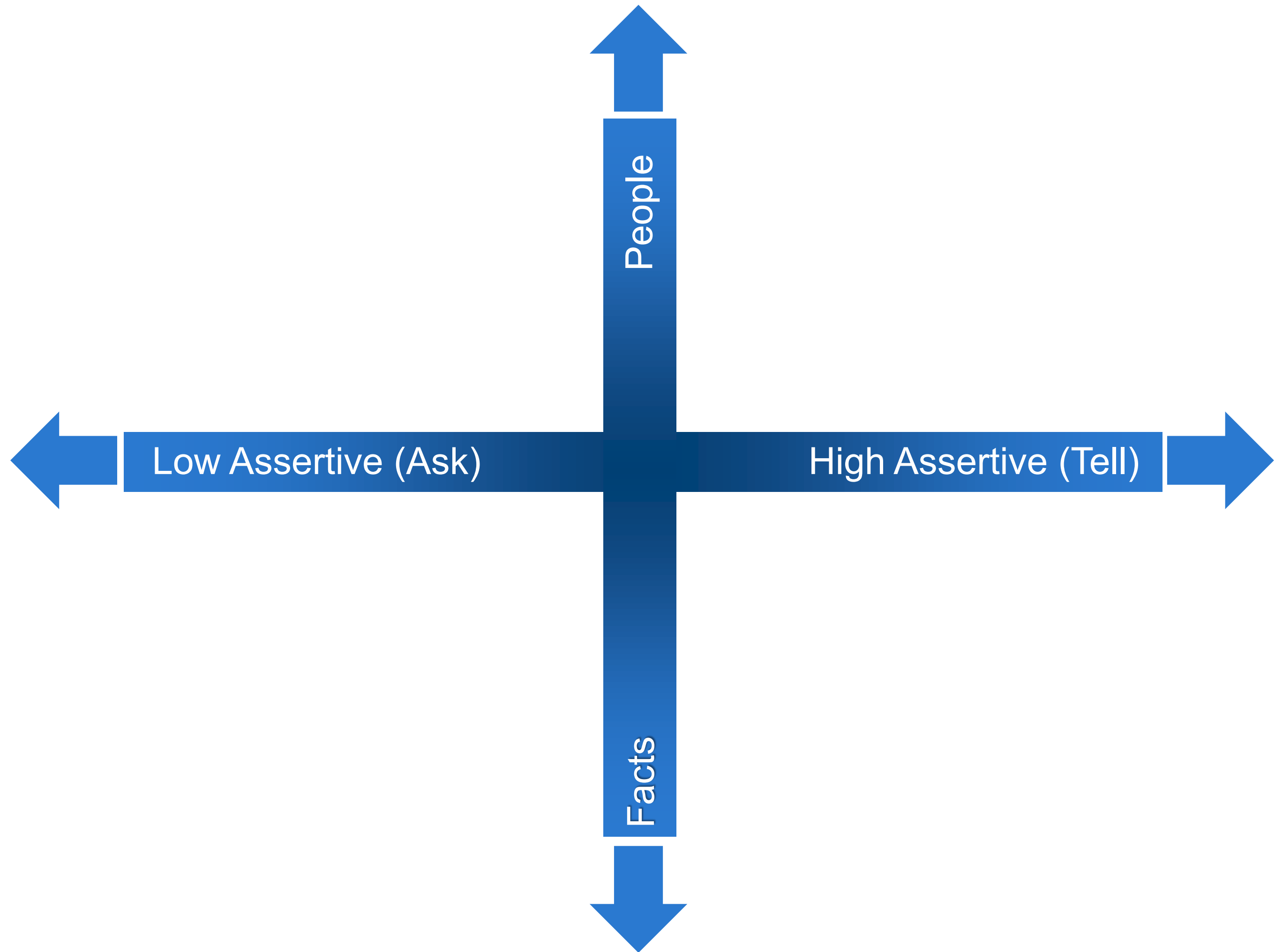
Commitments
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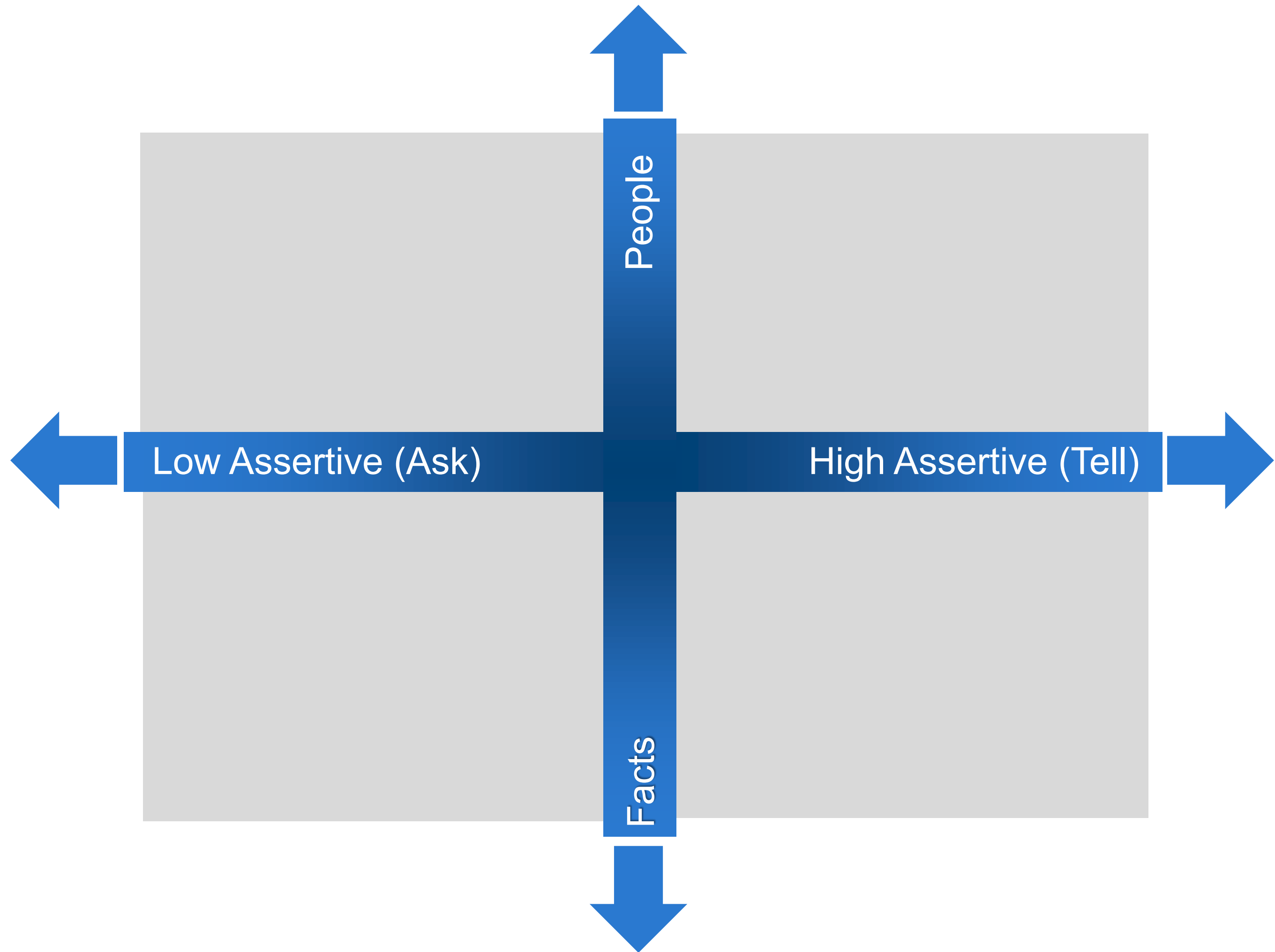
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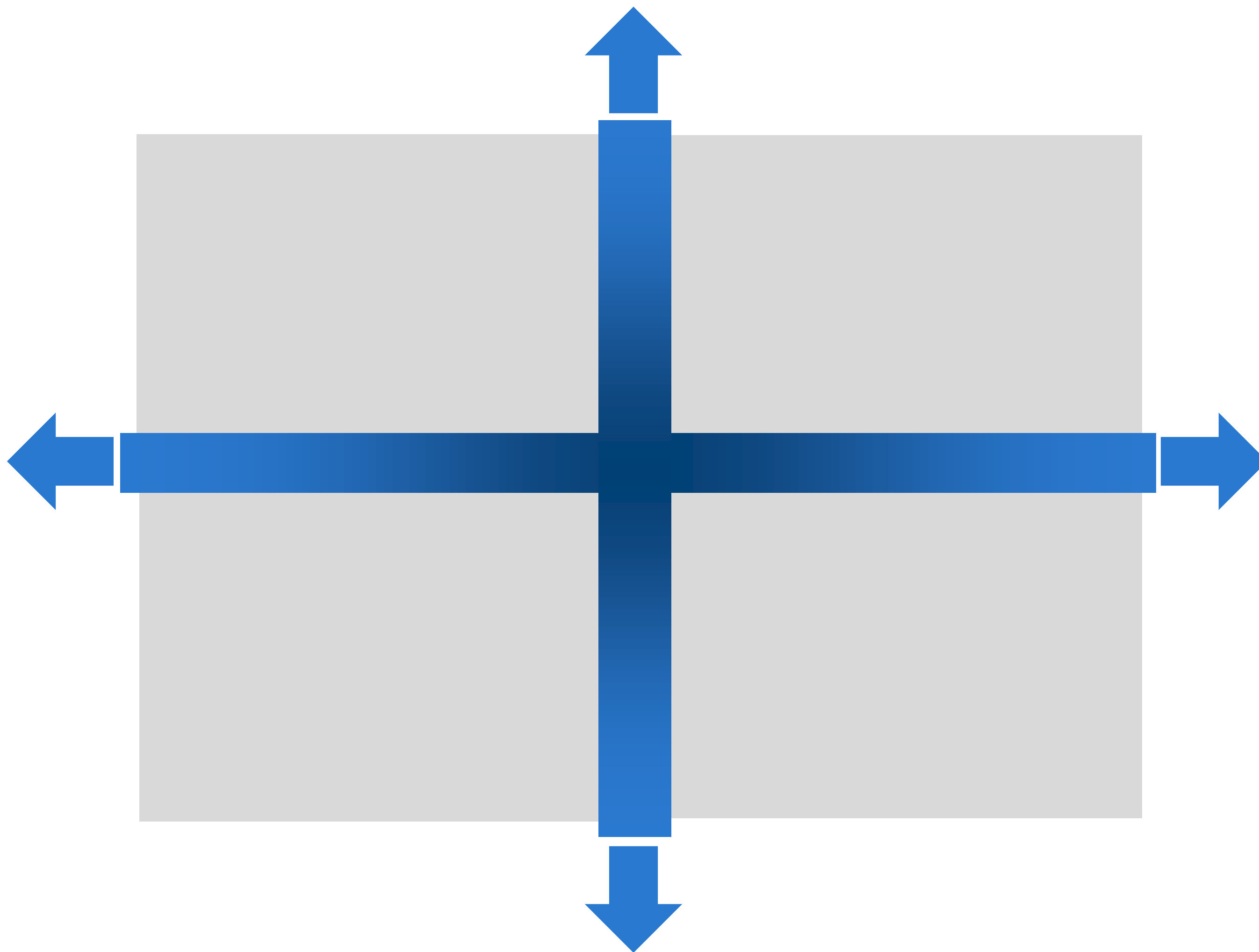
Communication Styles

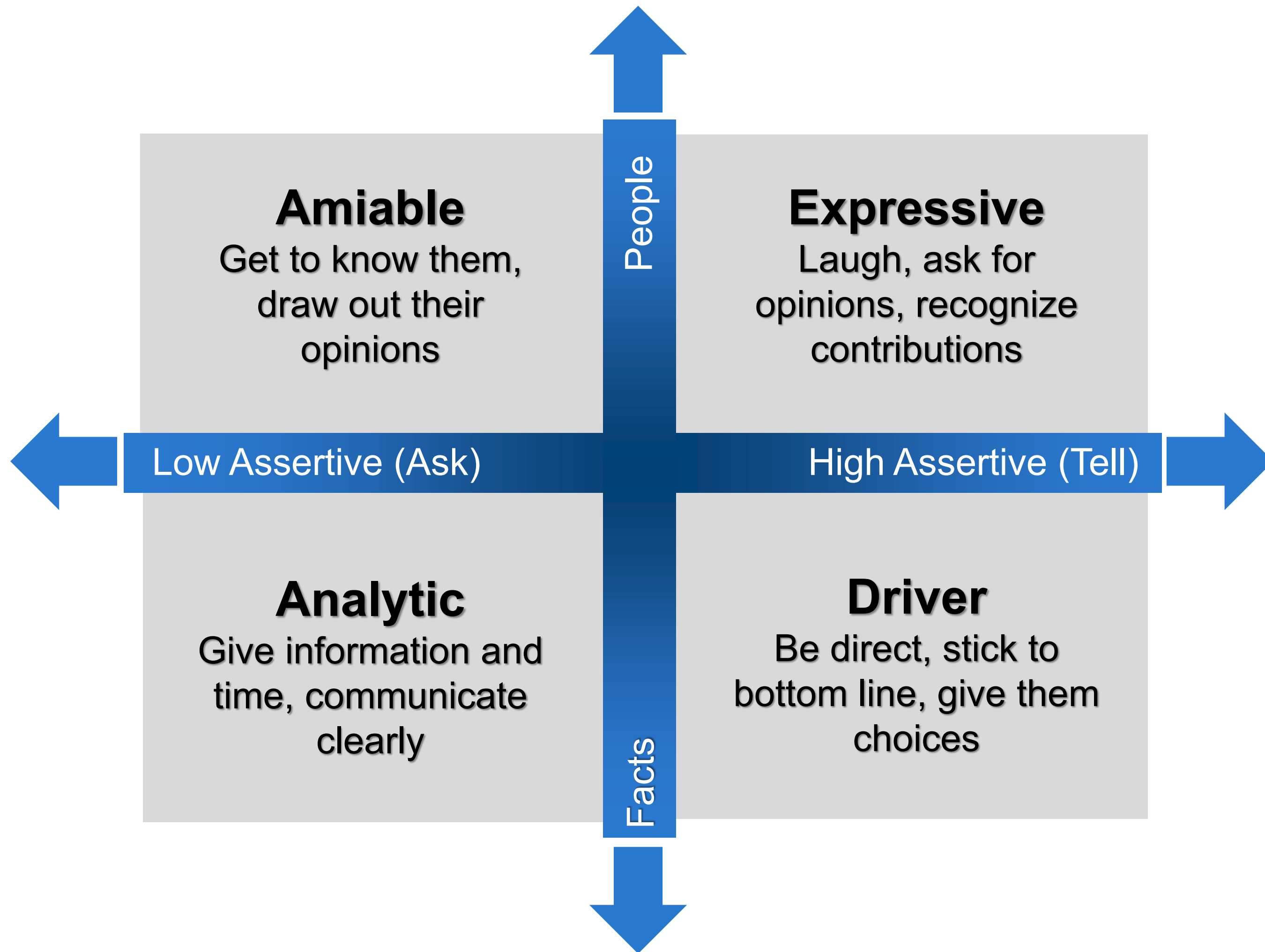


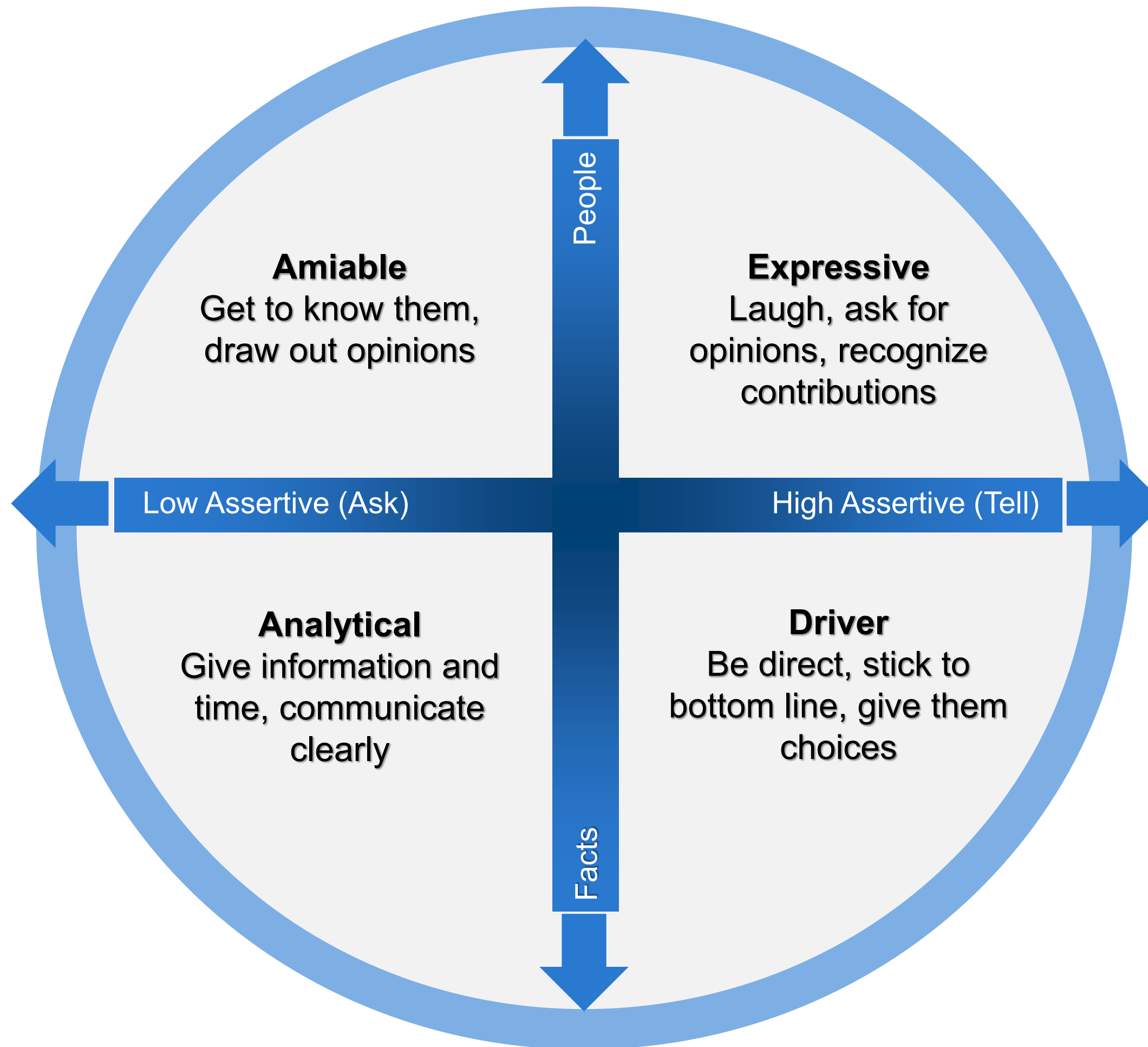


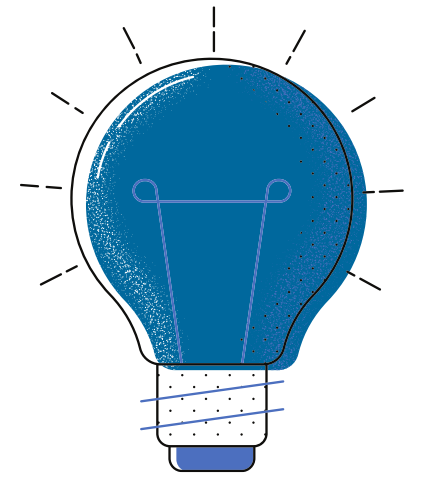






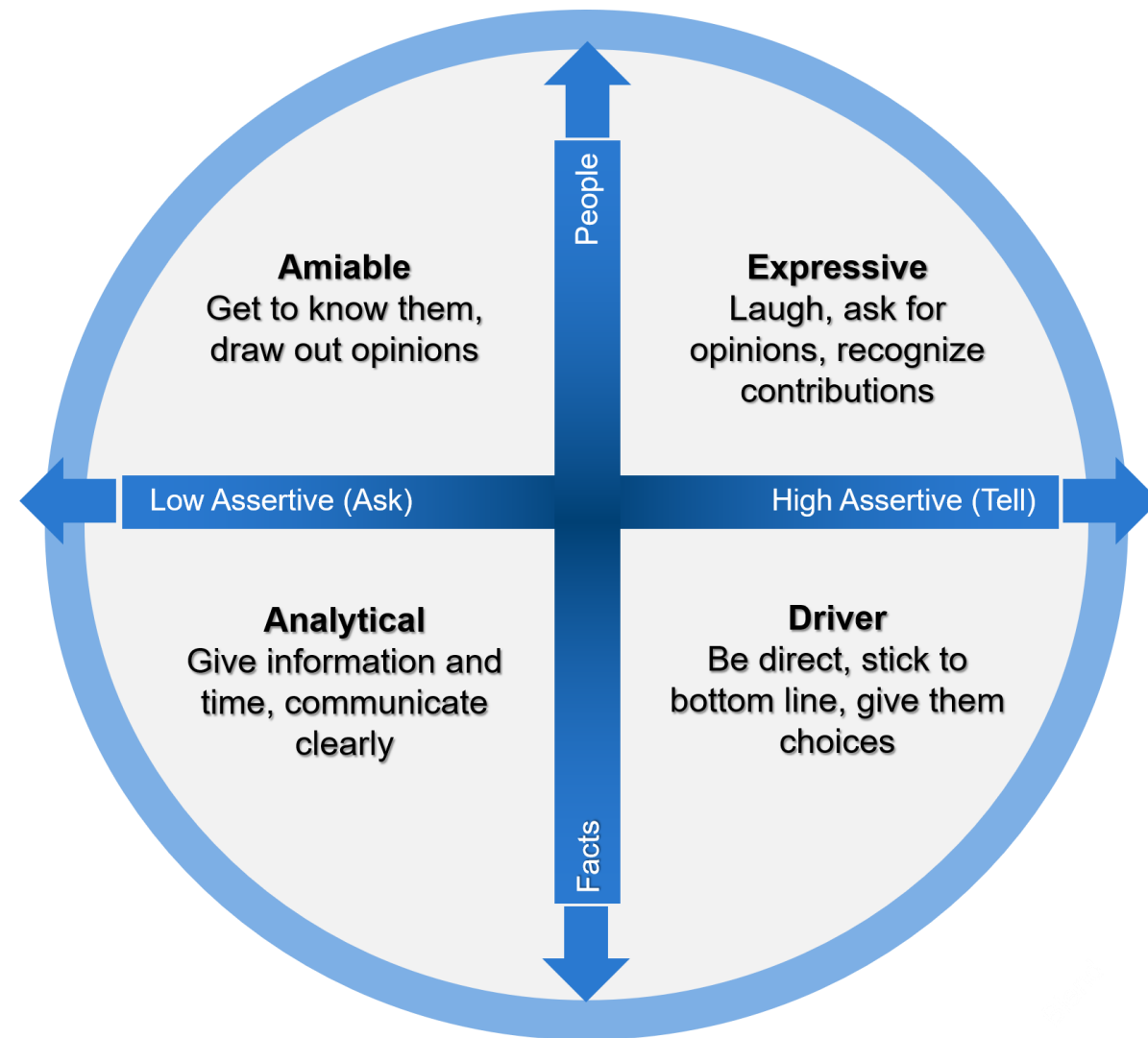


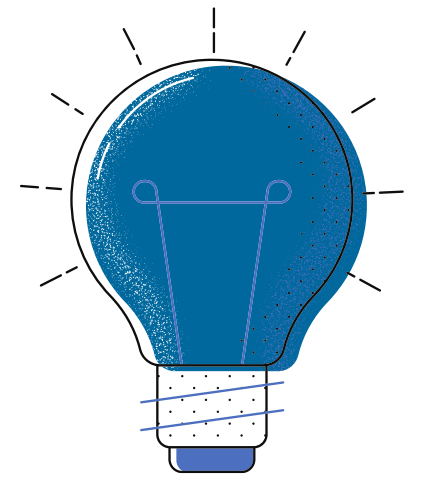




Exercise

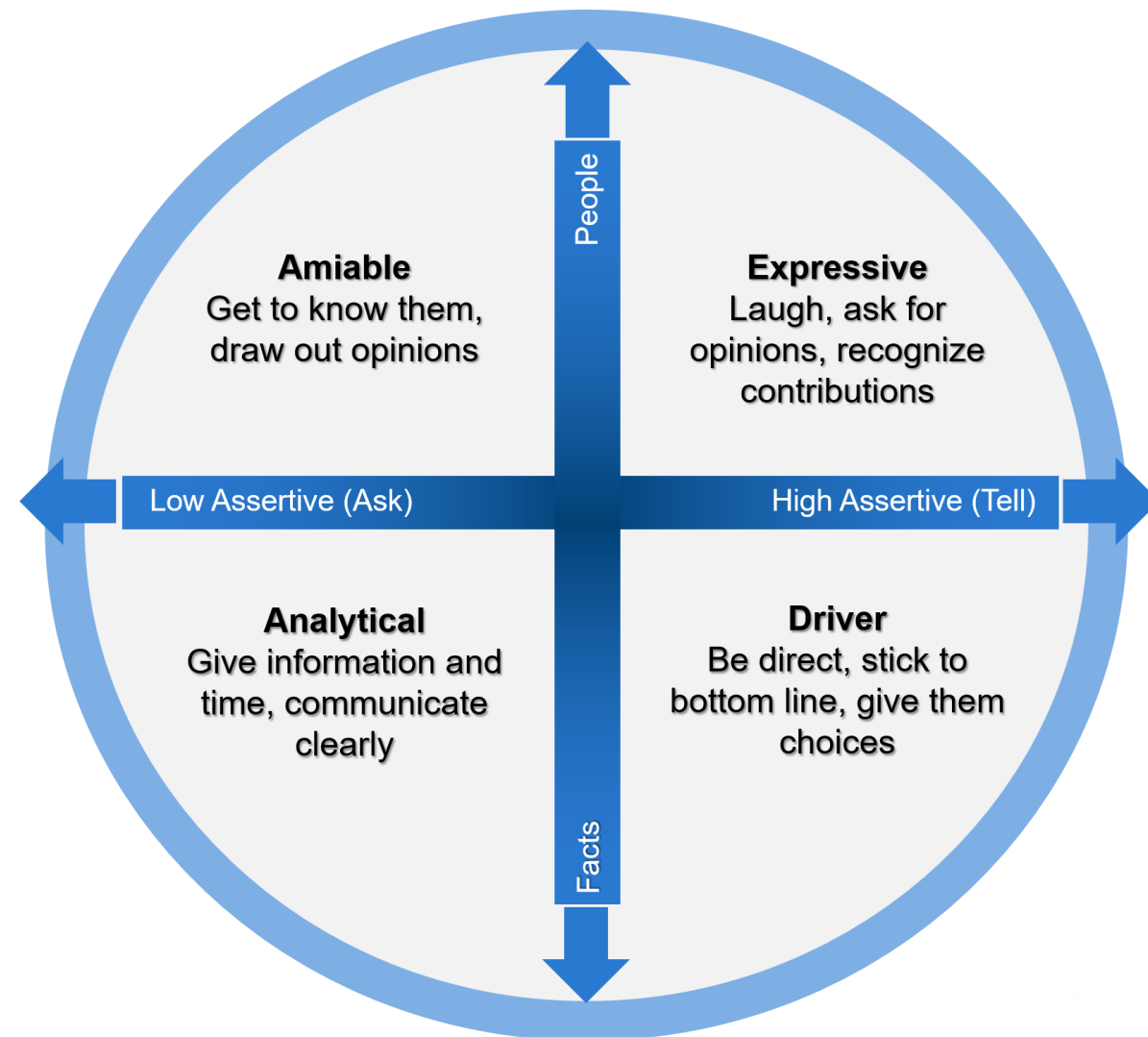
Break up into groups, based on your dominant style.



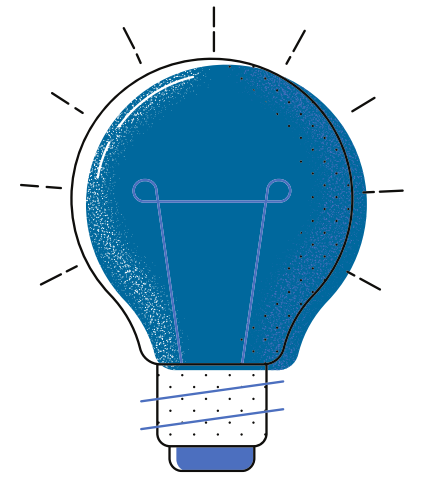


Exercise

For your group's dominant style, answer these questions. Be ready to share.



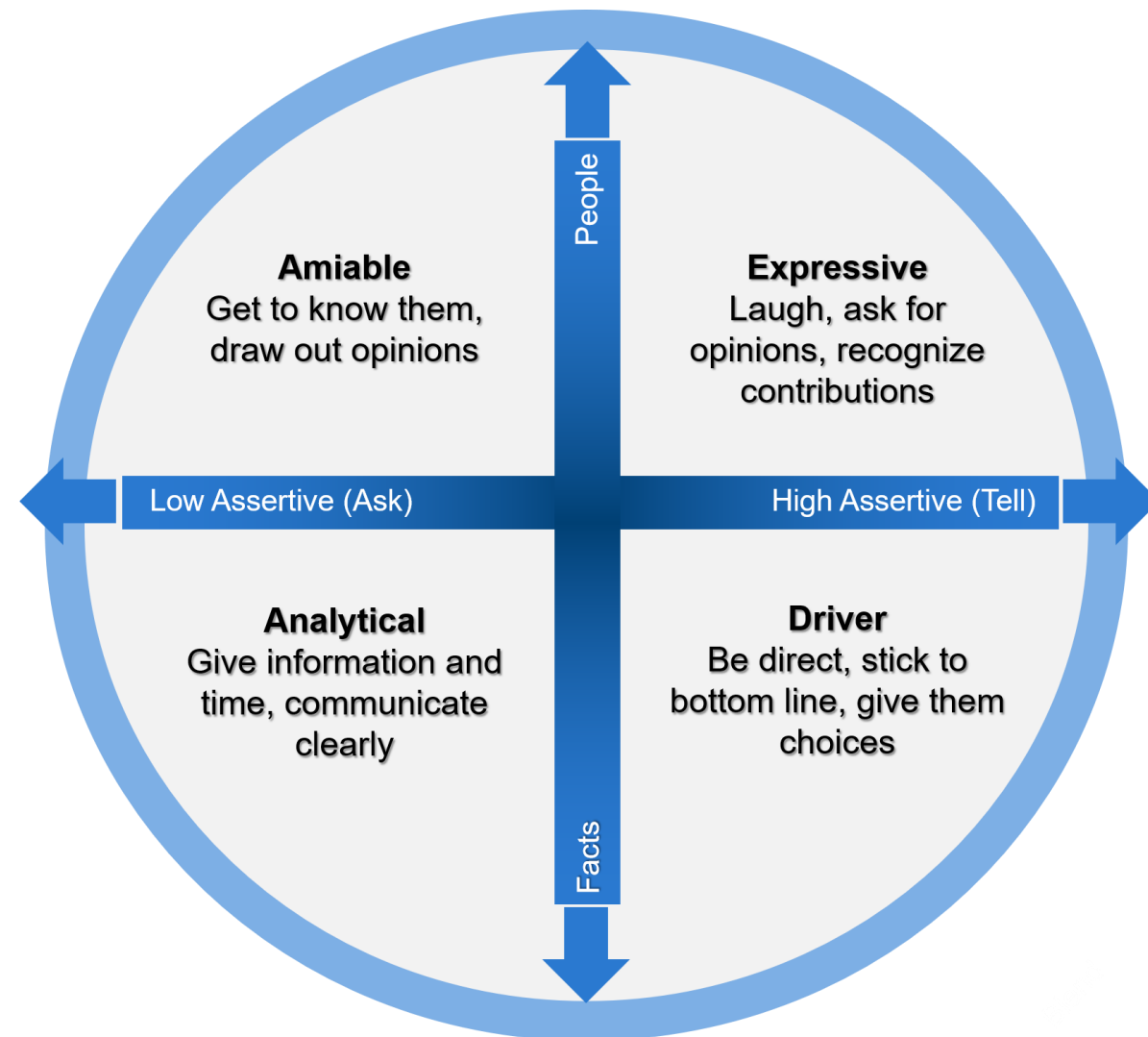
1. We do our best work when...
2. We appreciate when people...
3. We struggle when people...
4. Before approaching us, it helps if...

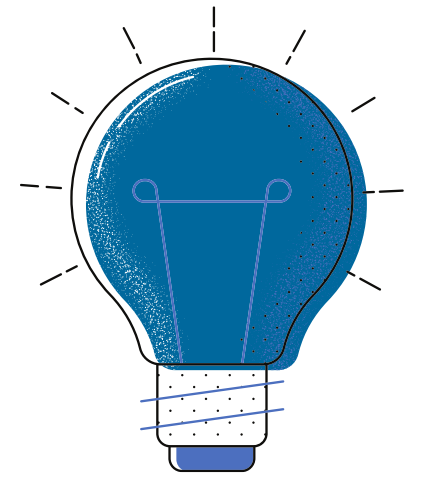


On Your Own

Go back to the person you wrote down.

1. What do you think is *your* dominant style?
2. What do you think is *their* dominant style?
3. How might your style be chilling the interaction?
4. What do they need?
5. How can you adapt your style to the situation? (give them what they need)

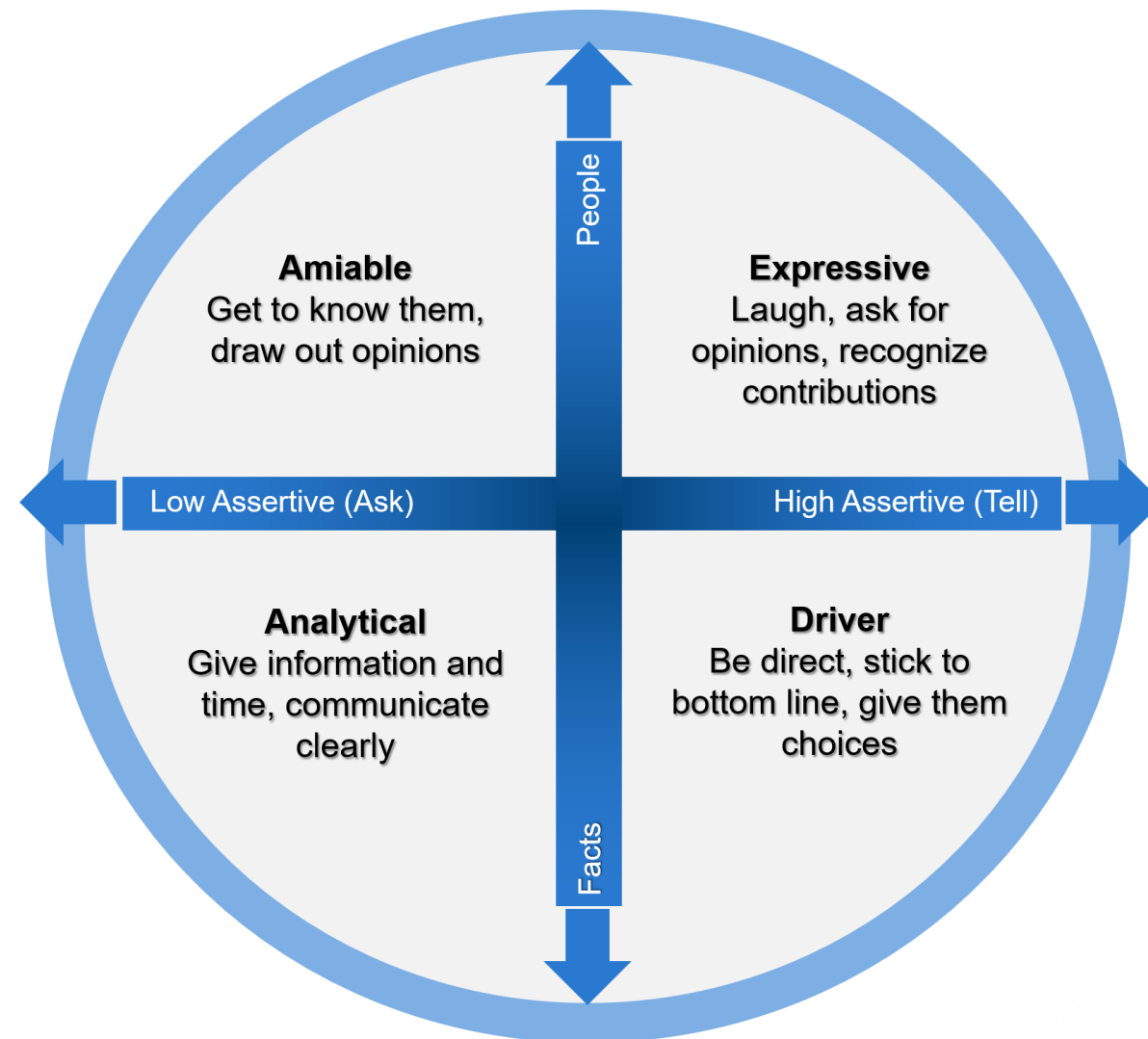




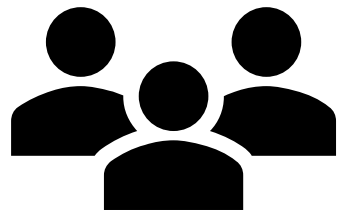
In Pairs

Share your answers.

1. What do you think is *your* dominant style?
2. What do you think is *their* dominant style?
3. How might your style be chilling the interaction?
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5. How can you adapt your style to the situation? (give them what they need)



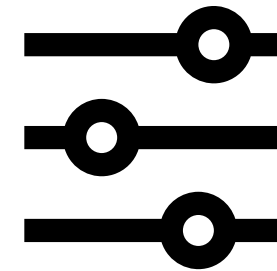
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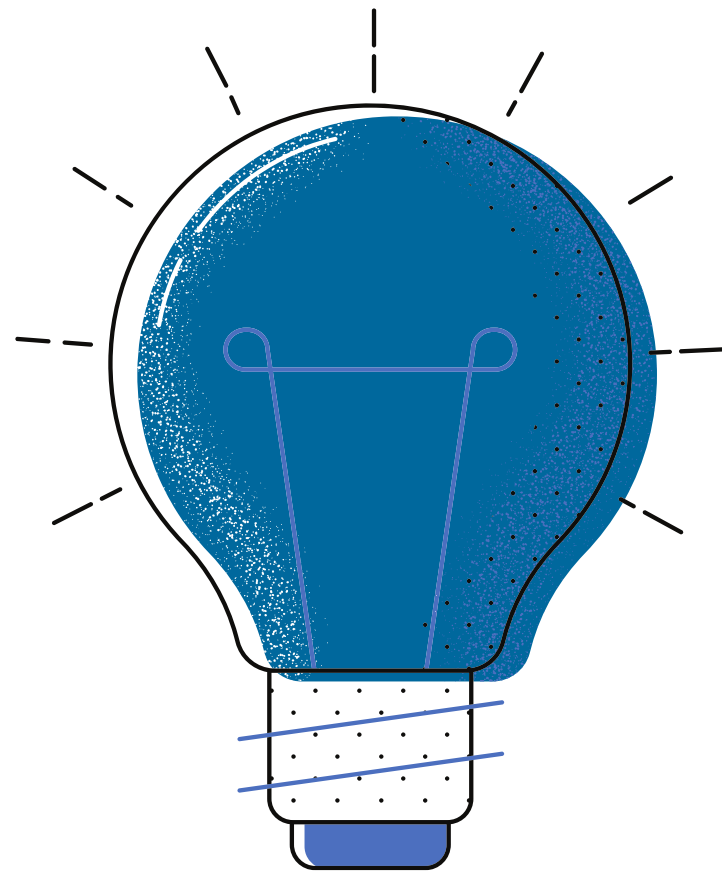


Commitments
and Wrap-Up

PUT IT ALL TOGETHER

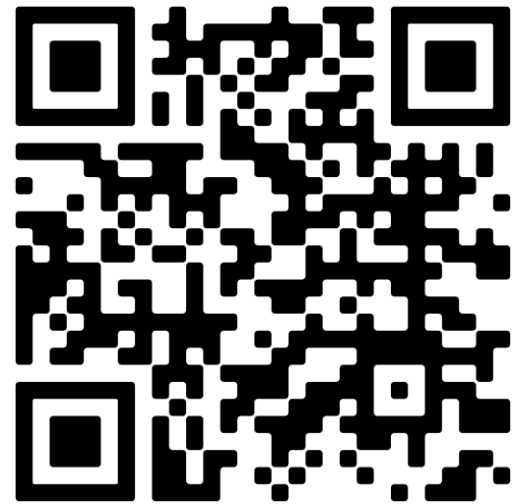
Worksheet

Takeaways



On your own, write down the following:

1. What is one insight you want to remember from today?
2. Who is one person you want to understand differently?
3. What is one action you will take in the next 72 hours?



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