

INTERPERSONAL SAVVY**ESSENTIALS***INTERVIEW*

When directed, find a partner, and interview each other by asking the following questions. Be prepared to share what you hear from your partner.

1. How would you define Interpersonal Savvy?
2. What is your greatest strength when relating to people?
3. If you could change one thing about your ability to relate to other people, what would it be?
4. Which situations, styles, or types of people tend to make you uncomfortable?
5. If you improved your own interpersonal savvy, what impact would that have on your career? On your team? In your life?

DEFINITION OF INTERPERSONAL SAVVY

Building solid working _____.

SKILLED BEHAVIORS

- Relates well to all kinds of people-up, down and sideways, inside and outside of the organization.
- Builds appropriate rapport.
- Builds constructive and effective relationships.
- Uses diplomacy and tact.
- Can defuse even high-tension situations comfortably.

UNSKILLED BEHAVIORS

- 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.

TEAM MAP

Write the names of the people on your team:

Name	Communication Style	How to Flex your Style?

MOTIVES

INVISIBLE GOALS

APPLICATION

What is an outcome which you may need to let go?

REFLECTION

What stands out to you so far?

BEHAVIORS

REMOVE OBSTACLES

1. Blame others (instead of taking responsibility)
2. Make up excuses
3. Too direct / say things that cause problems
4. Don't speak up / stay quiet
5. Overstate negative views
6. Shade the truth
7. Sarcastic
8. Showing your feelings instead of sharing your feelings
9. Viewed as a loner
10. Pushing narrow / personal interests
11. Don't listen
12. Hedge on tough questions
13. Try to make everyone happy
14. Indicate little or no concern for others
15. Nervous or freeze with upper management
16. Dis-engage: reject politics

The one question: How can I do _____?

ASK POWERFUL QUESTIONS

APPLICATION

What is one behavior you need to stop doing? Start doing (or doing more)?

REFLECTION

What insights are beginning to emerge about yourself?

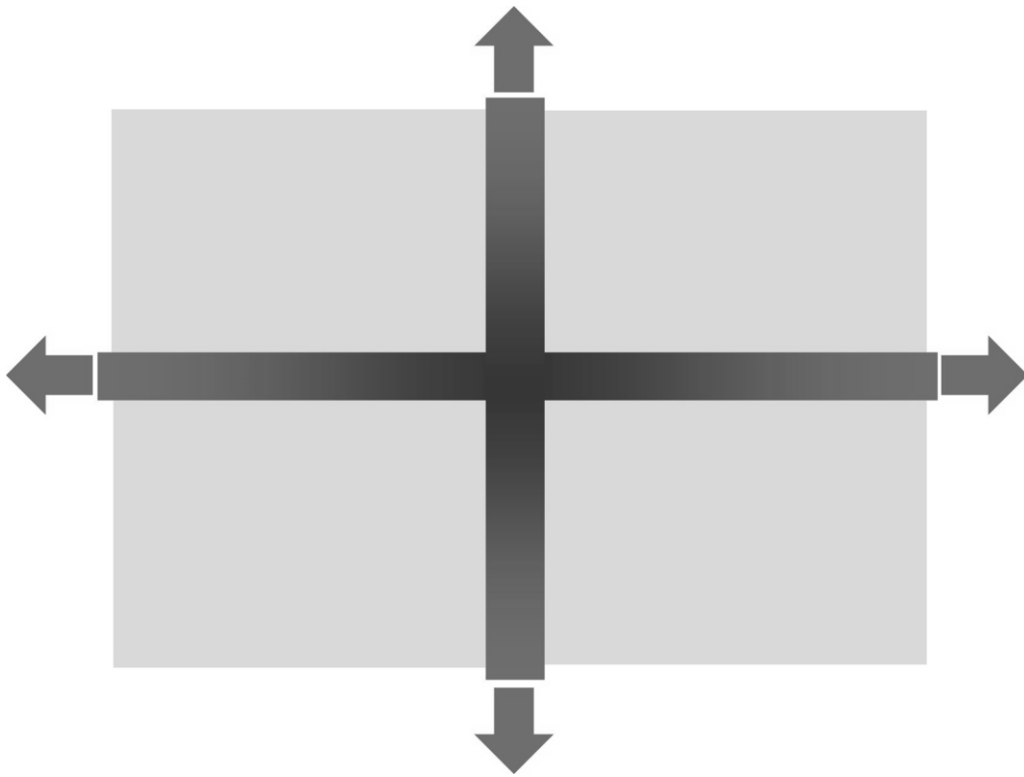
TOOLS

EMPLOYEE NEEDS PYRAMID

APPLICATION

How could you apply the ideas shared to meet the need for recognition and meaning for your team members?

COMMUNICATION STYLES



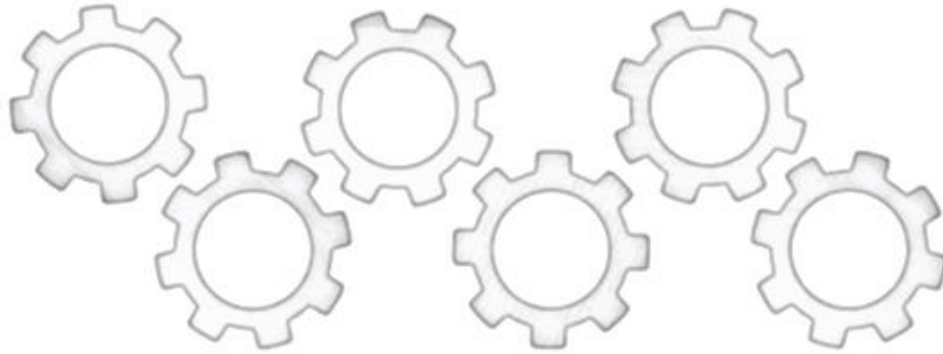
APPLICATION

For each team member in your team map, where would you put them in the quadrant? How can you flex your style to “speak their language?”

REFLECTION

Where are you confident? Where are you anxious?

WORKING GENIUS



ACTION

1. What is an outcome you need to release?
2. What is one behavior you need to stop doing?
3. What is one behavior you need to start doing (or do more)?
4. What is one way you could use communication styles and / or working genius to engage your team differently?

ABOUT MARK

Mark Kenny helps leaders build functional, collaborative, and aligned teams through his strategic team consulting, speaking, and training programs.

Mark brings three decades of experience, first in IT and operations, followed by running a software company, and later in speaking and consulting. Over the course of his career, Mark has worked with multiple industries including public sector, technology, healthcare, manufacturing, engineering, financial services, and retail and in a variety of organizations such as Nissan, Mars, State of Tennessee, Ohio State University, HCA, Vanderbilt, and the US Army.

Mark is the author of *The Hippo Solution: Eliminate Territorial Thinking and Unleash the Power of Teams*, the host of the *Becoming Unassailable* podcast, and a part-time basketball coach.

Mark currently lives outside of Nashville, Tennessee with his wife, daughter, and three sons.

Connect with Mark and learn more about his work at MarkSKenny.com.