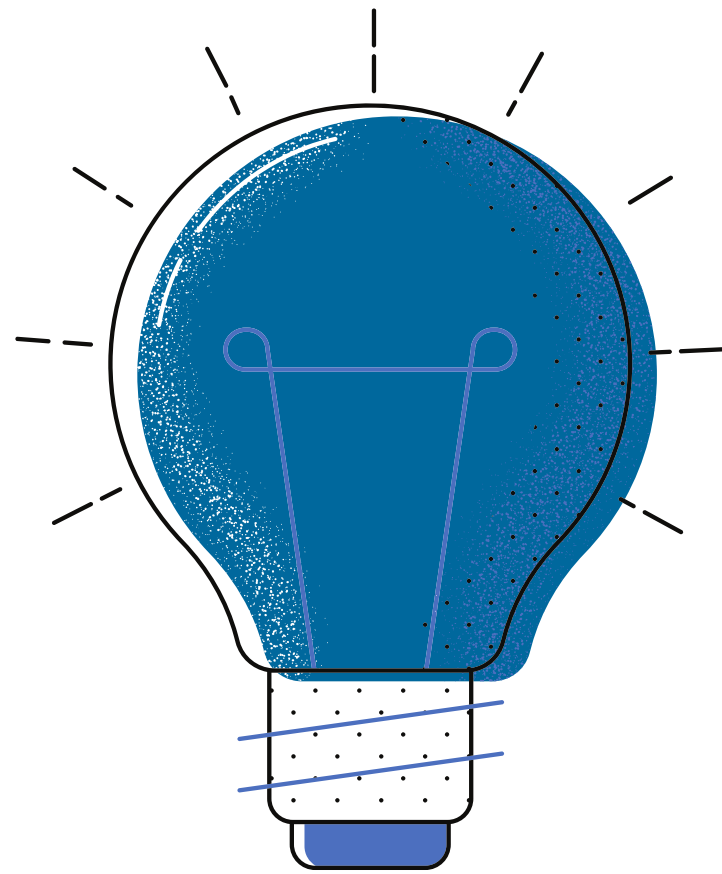


Interpersonal Savvy: Making a Difference

Interviews

Interview each other with the questions in your handout:



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?

What is leadership?

Interpersonal Savvy

Building solid working
relationships.

Skilled Behaviors: Interpersonal Savvy

- ✓ 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: Interpersonal Savvy

- ✓ 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.



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Motives

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Behaviors

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Tools





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Motives



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Behaviors



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Tools

Our Invisible Goals

- To feel right
- To feel liked
- To feel in control
- To feel safe

Now What?



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Motives



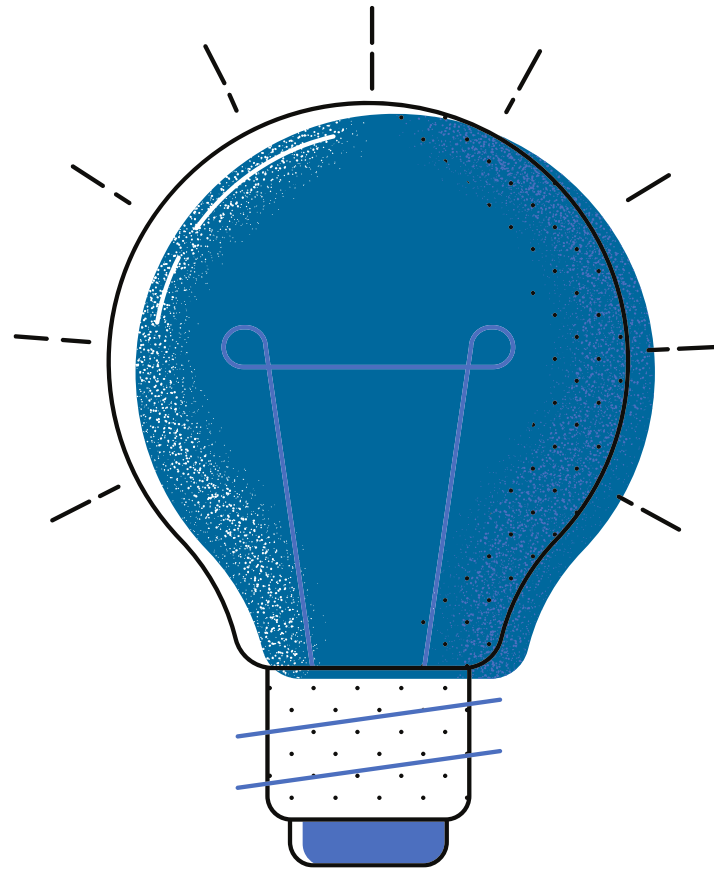
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Behaviors



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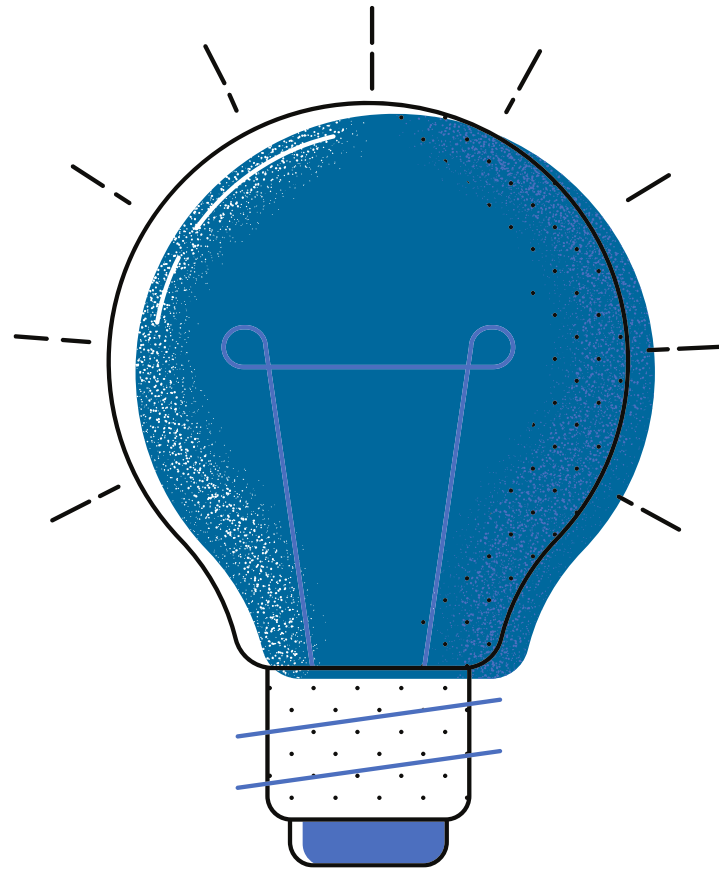
#1: Remove Obstacles

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



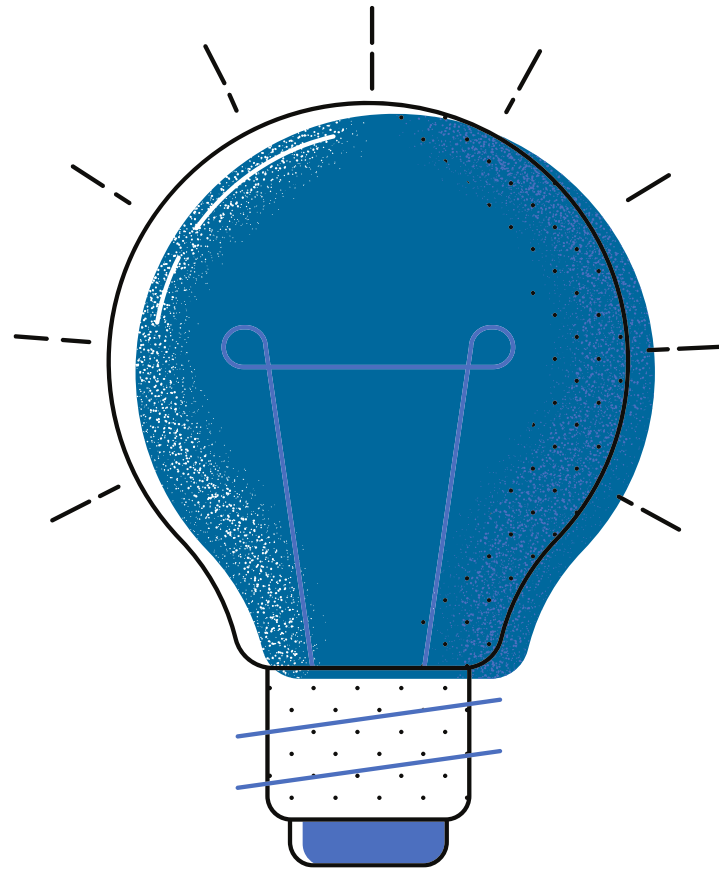
How to Get Good Feedback:

1. Solicit advice rather than criticism.
2. Be directed towards the future rather than obsessed with the past.
3. Couch it in a way that suggests you will act on it – you are indeed trying to get better.



How to Get Good Feedback:

“How can I do better?”



Feedforward

1. Find one other person.
2. Describe the one behavior you would like to change.
3. Ask them for two suggestions for the future that might help you achieve a positive change in your selected behavior.
4. Do this with two different people.
5. Be prepared to share one suggestion you heard.

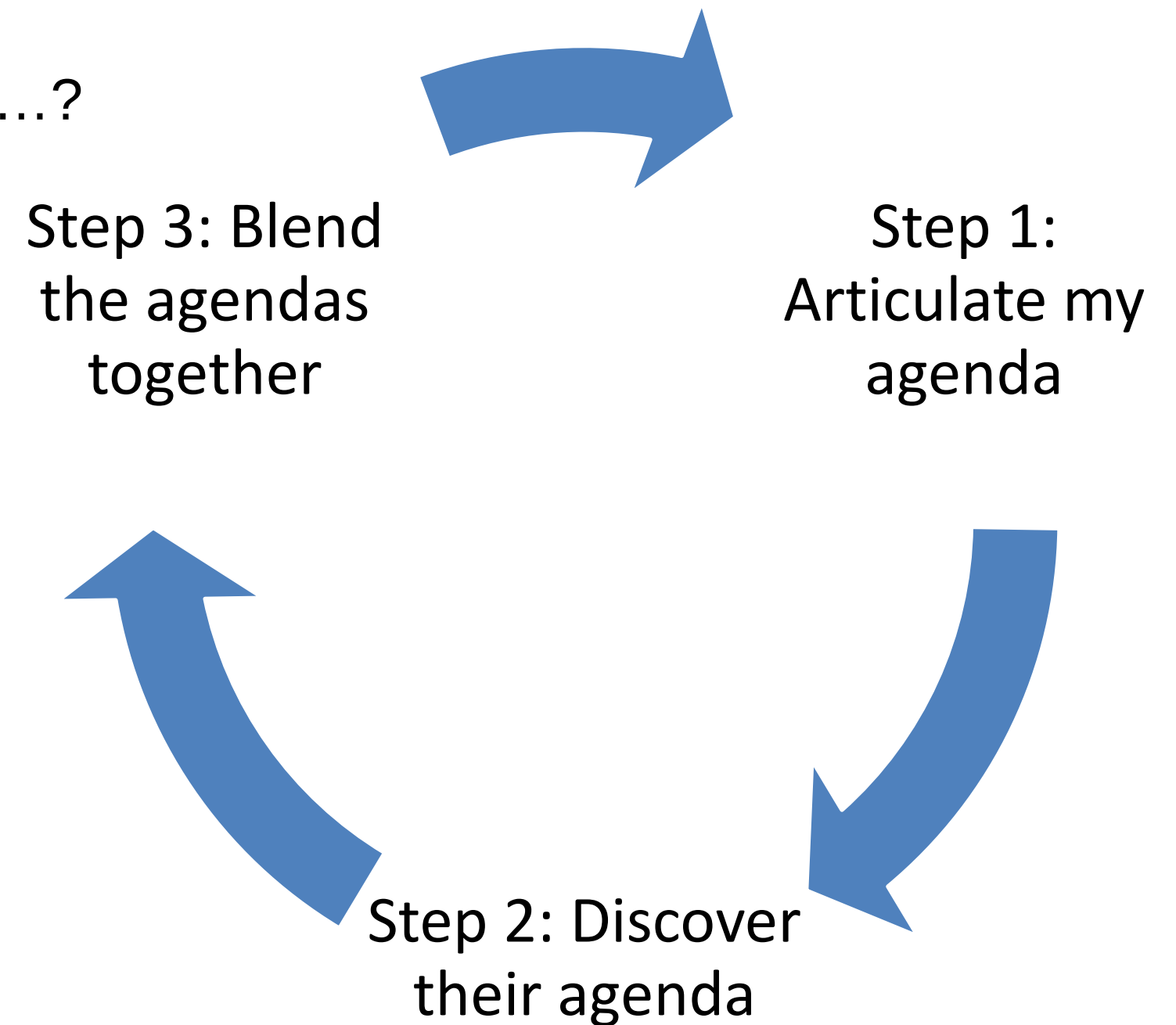
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- Indicate little or no concern for others
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#2: Ask Powerful Questions

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

Blend the Agendas

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





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Motives



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Behaviors



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Tools



#1: Employee Needs Pyramid



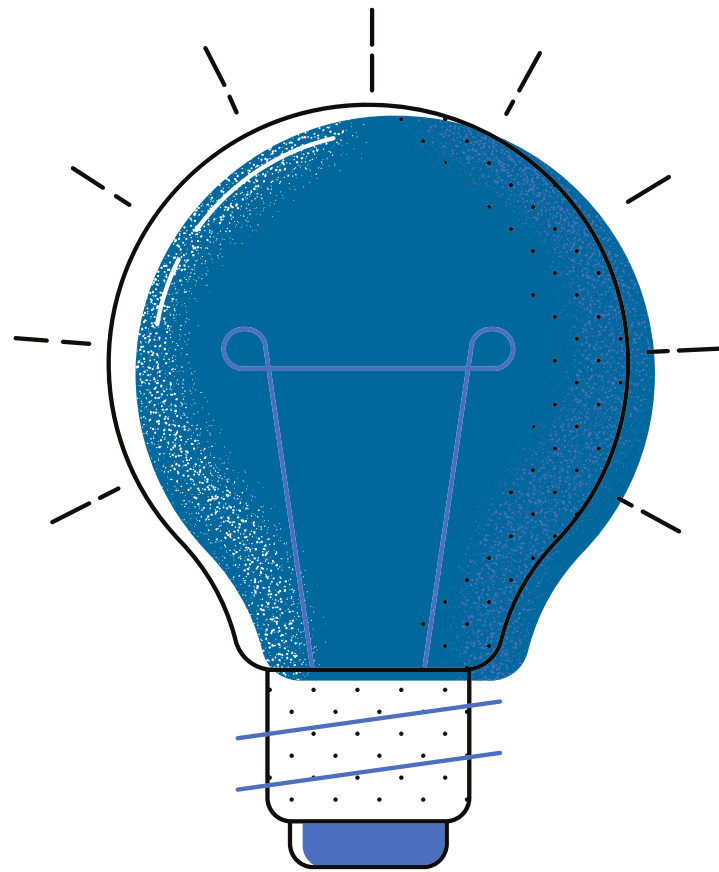
All human behavior is driven by the fulfillment
of needs.

Phil Van Hooser



Instead of asking ‘why is my employee behaving that way?’ ask ‘what is the need my employee is trying to fulfill?’

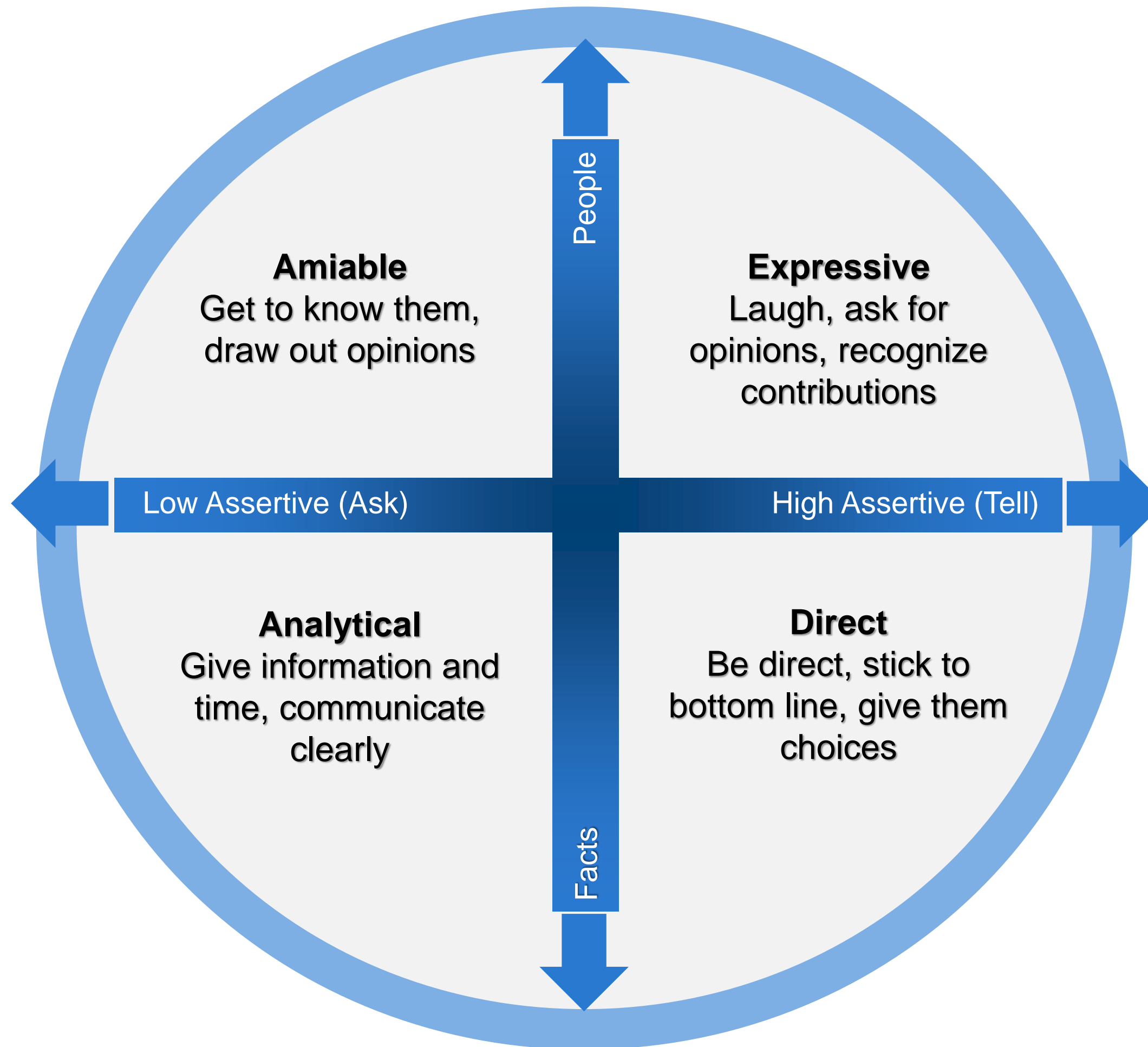
Phil Van Hooser

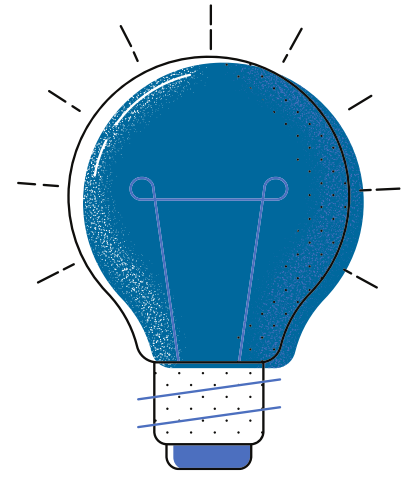


At Your Table

Make a list of realistic, practical ways that you can fulfill your team's needs for recognition and meaning? Be ready to share your top 3 ideas.

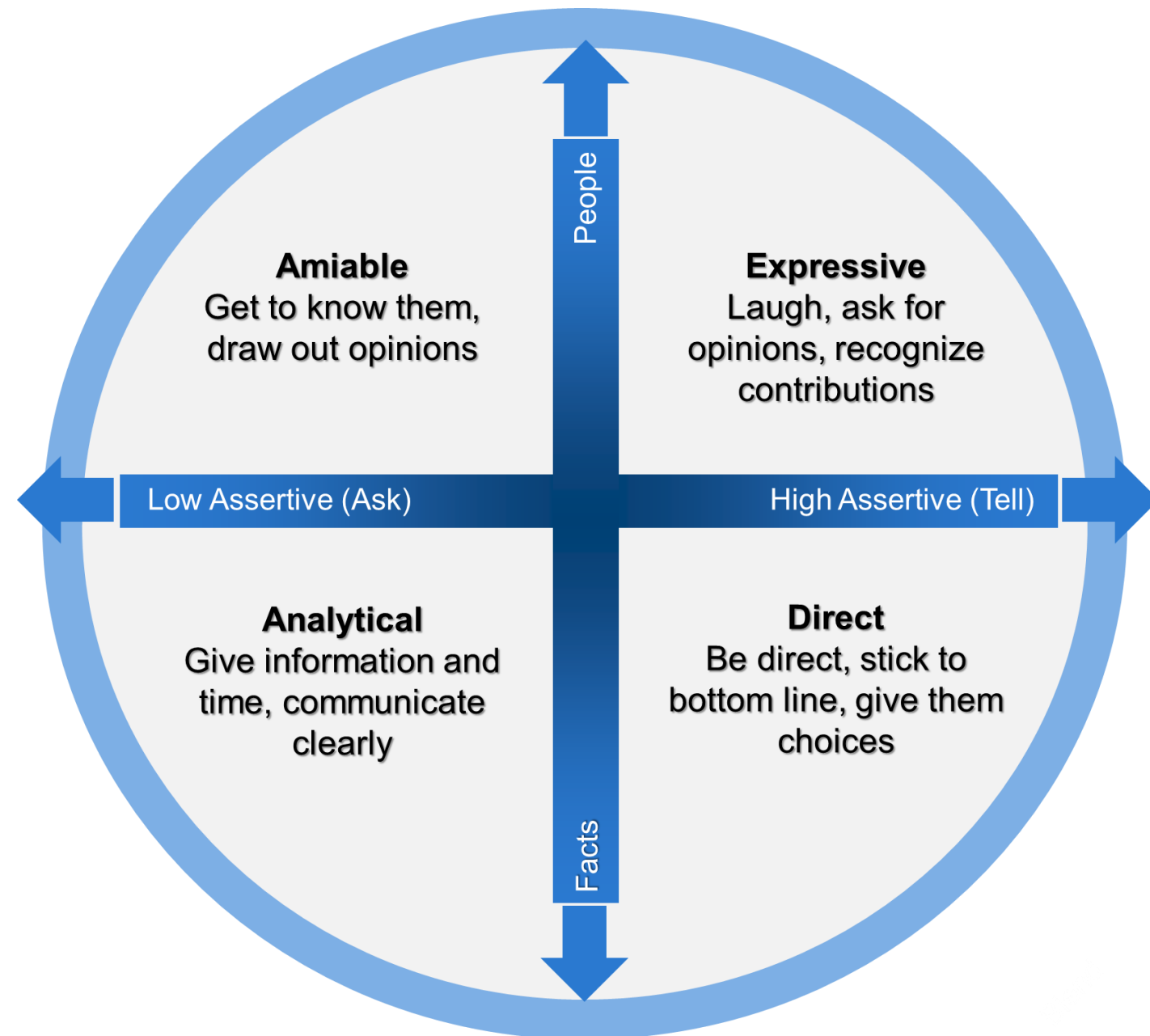
#2: Communication Styles





Exercise

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



1. How do you want to be recognized?
2. What gives your work meaning?
3. How do you want others to engage with you:
 - In a conflict
 - In a team meeting



Application

For each team member in your team map:

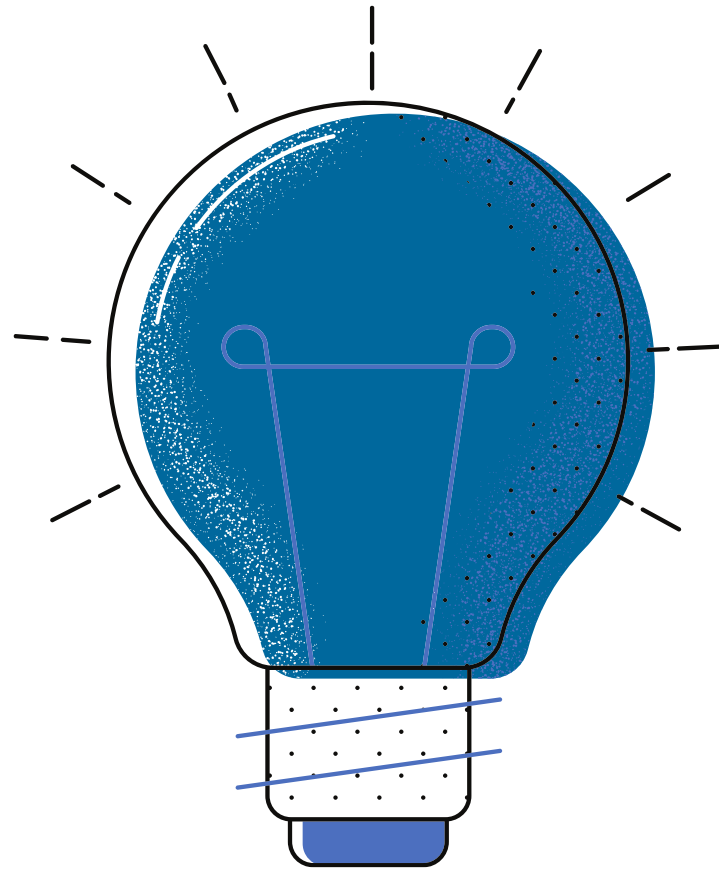
- 1) Where would you put them in the quadrant?
- 2) How can you flex your style to “speak their language?”

#3: Working Genius



Application

- 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?



Takeaways



Takeaways

Stand up and select a card that represents something that you want to take away or remember from today's session.



Takeaways

Get in groups of 2-3 and share why you chose the card you did.

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