

Interpersonal Savvy: Making an Impact

Interpersonal Savvy

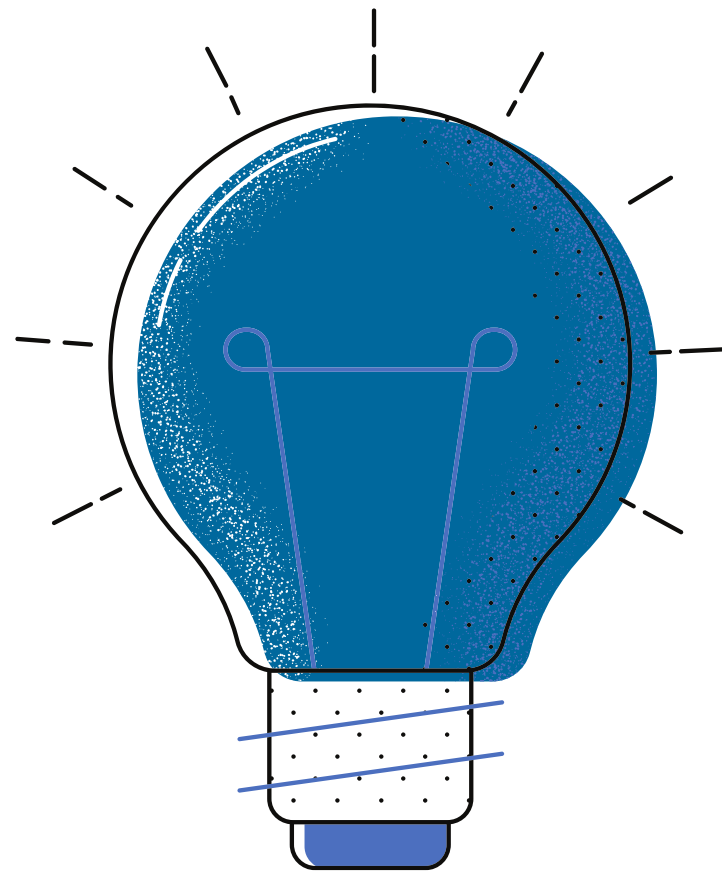
Considers and responds appropriately to the needs, feelings, and capabilities of different situations; relates well with others; maintains confidentiality; demonstrates consistency and fairness, anticipates and resolves confrontations in a win-win way; is tactful, compassionate, sensitive and respectful.

Interpersonal Savvy

Knowing ourselves and
others to build solid working
relationships.

Interviews

Interview each other with the questions in your handout:



1. What is your greatest strength when relating to people?
2. If you could change one thing about your ability to relate to other people, what would it be?
3. Which situations, styles, or types of people tend to make you uncomfortable?



Reflection

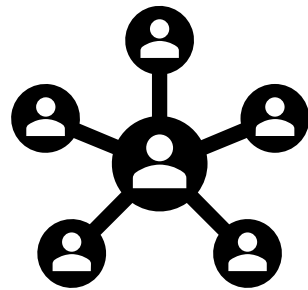
What has caught your attention
so far?

Questions

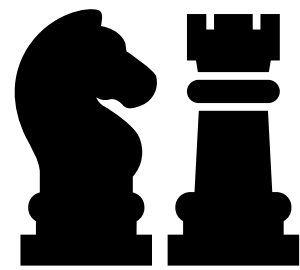
1. What motivates you the most in your work?
2. What do you enjoy most about your current role on the board/staff?
3. What is a professional experience that significantly shaped your career?
4. What are some of your personal goals, and how do they align with your professional aspirations?
5. How do you 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?

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

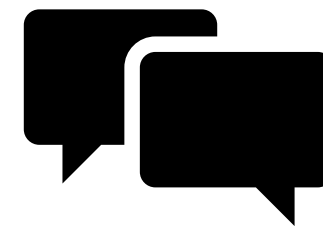
Our Agenda



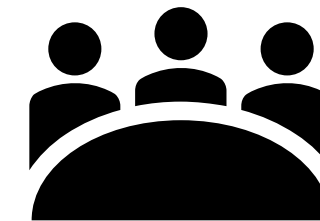
Proactively
Develop
Relationships



Leverage the
Right Strategy

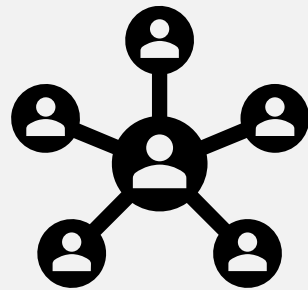


Tools to
Understand
Individual and
Group
Dynamics

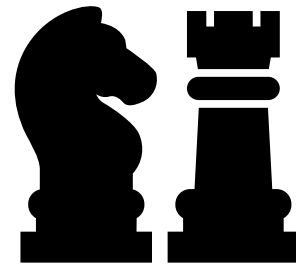


Put it All
Together:
Case Study

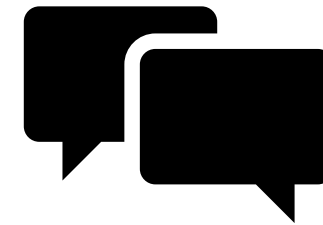
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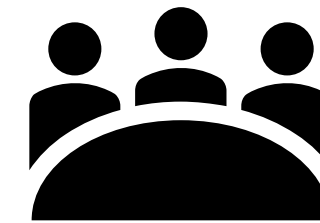
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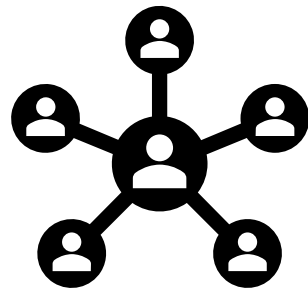
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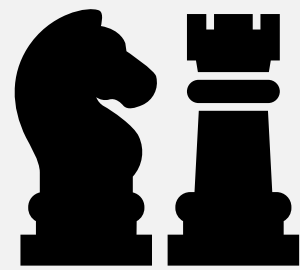
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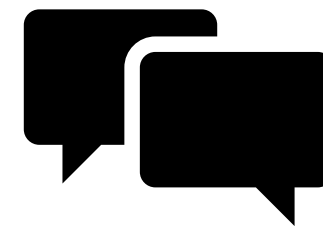
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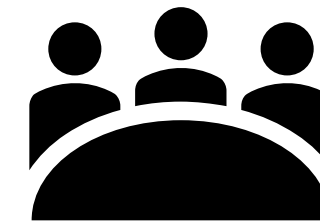
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Actions to Leverage the Right Strategy

Take the following actions to leverage the right strategy.



Get to Know
Your People



Give Before You
Get



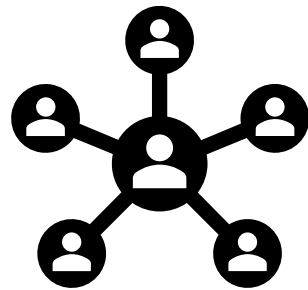
Just Listen



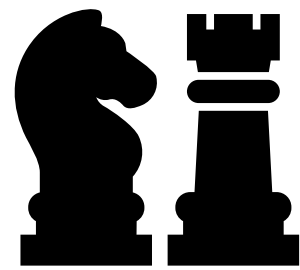
Reflection

What insights are beginning to emerge about yourself?

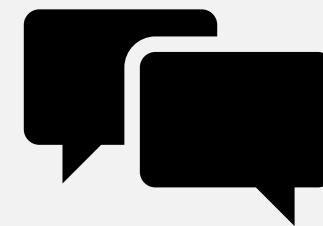
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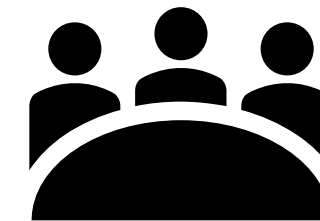
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Tools to Understand Individual and Group Dynamics

Use the following tools to understand individual and group dynamics.



Communication
Styles

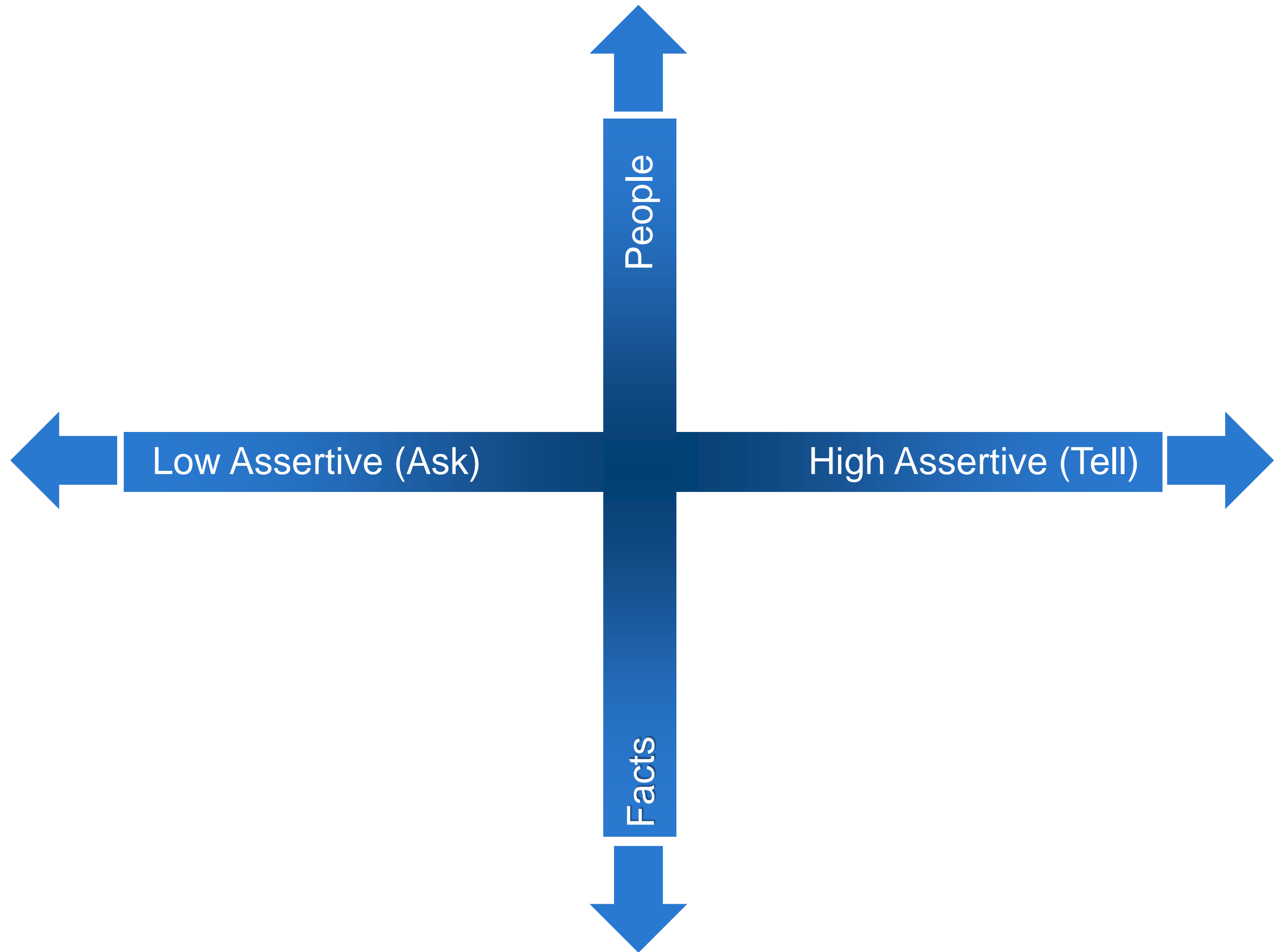
Working Genius

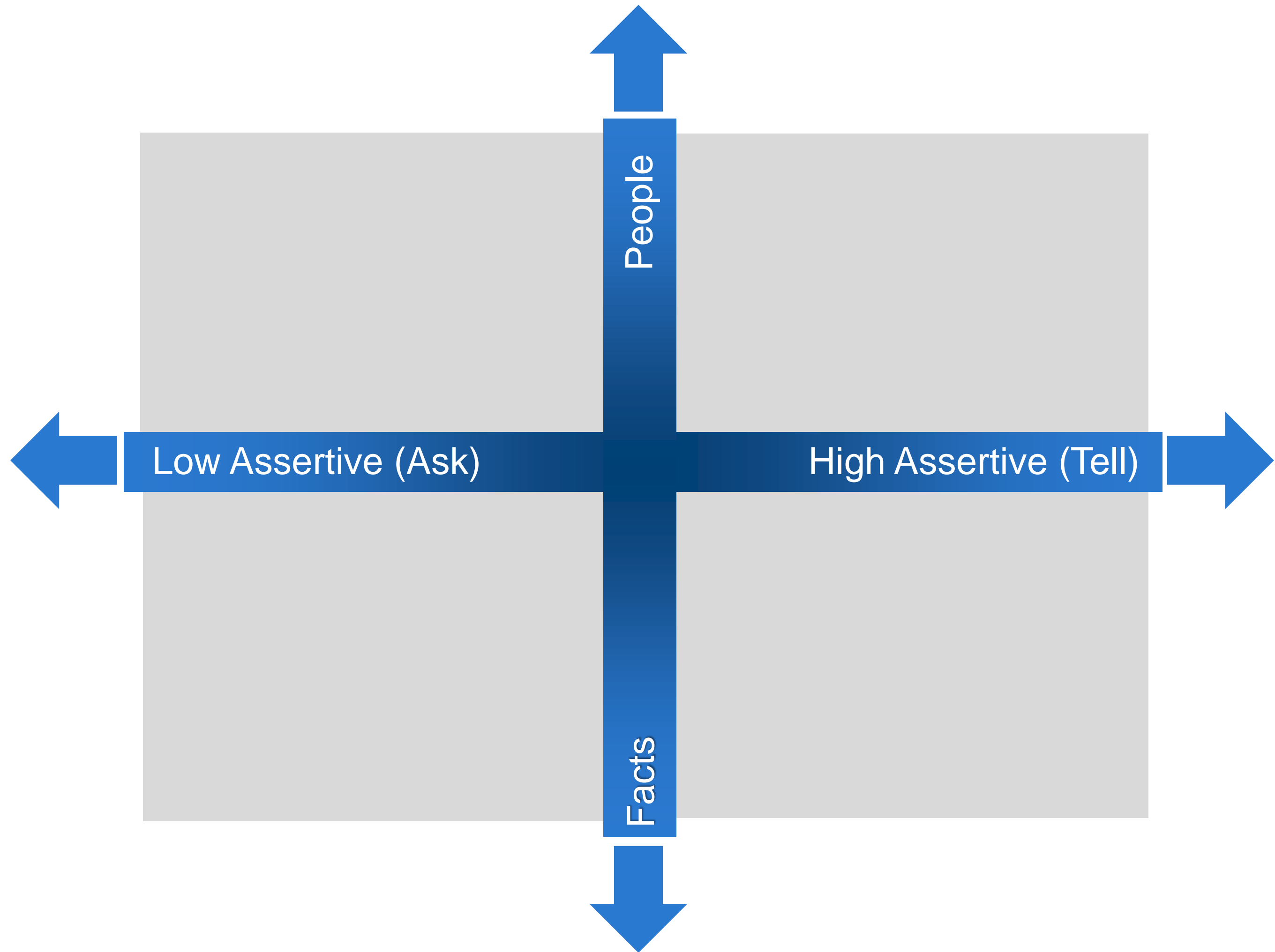
Getting
Feedback

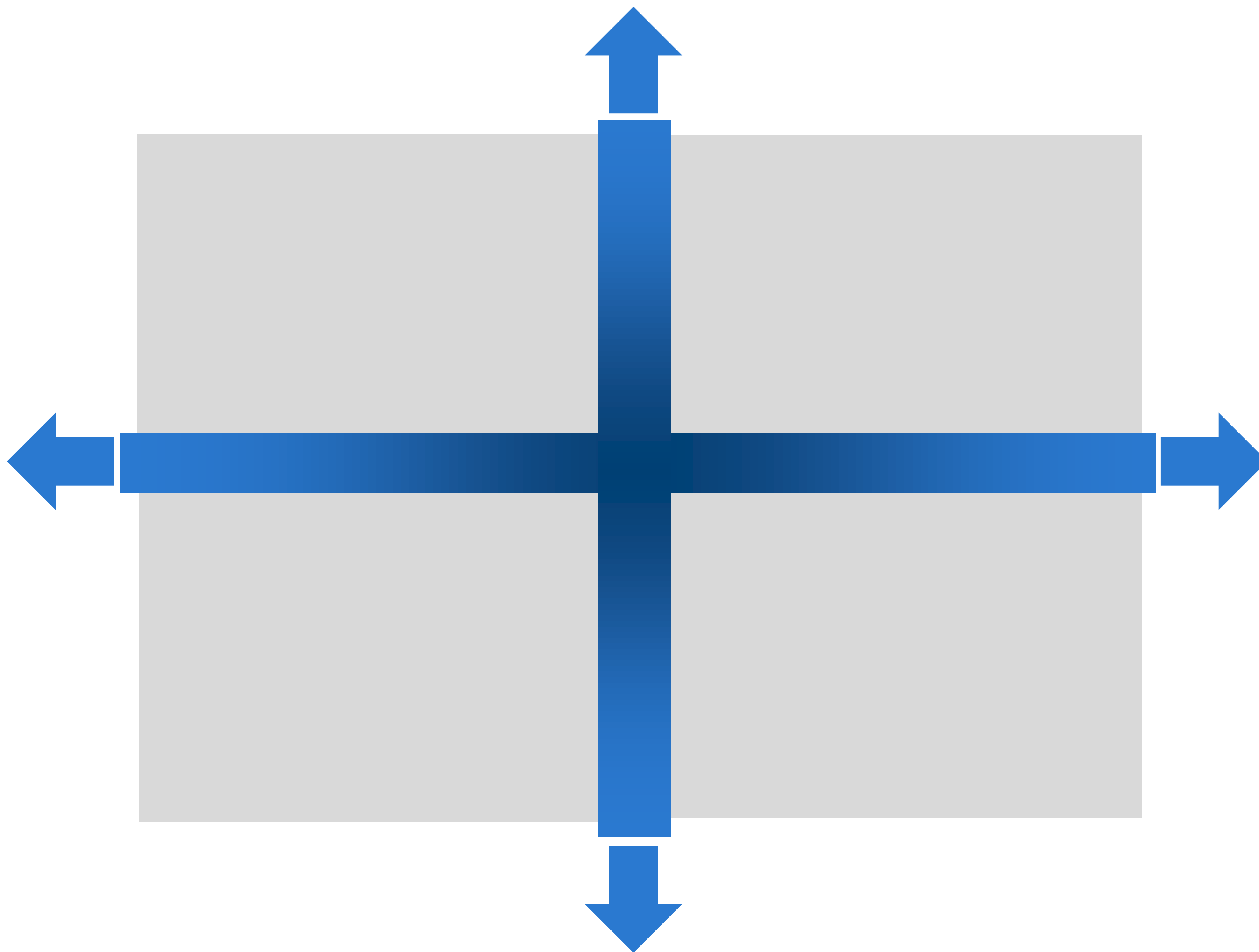
Communication Styles

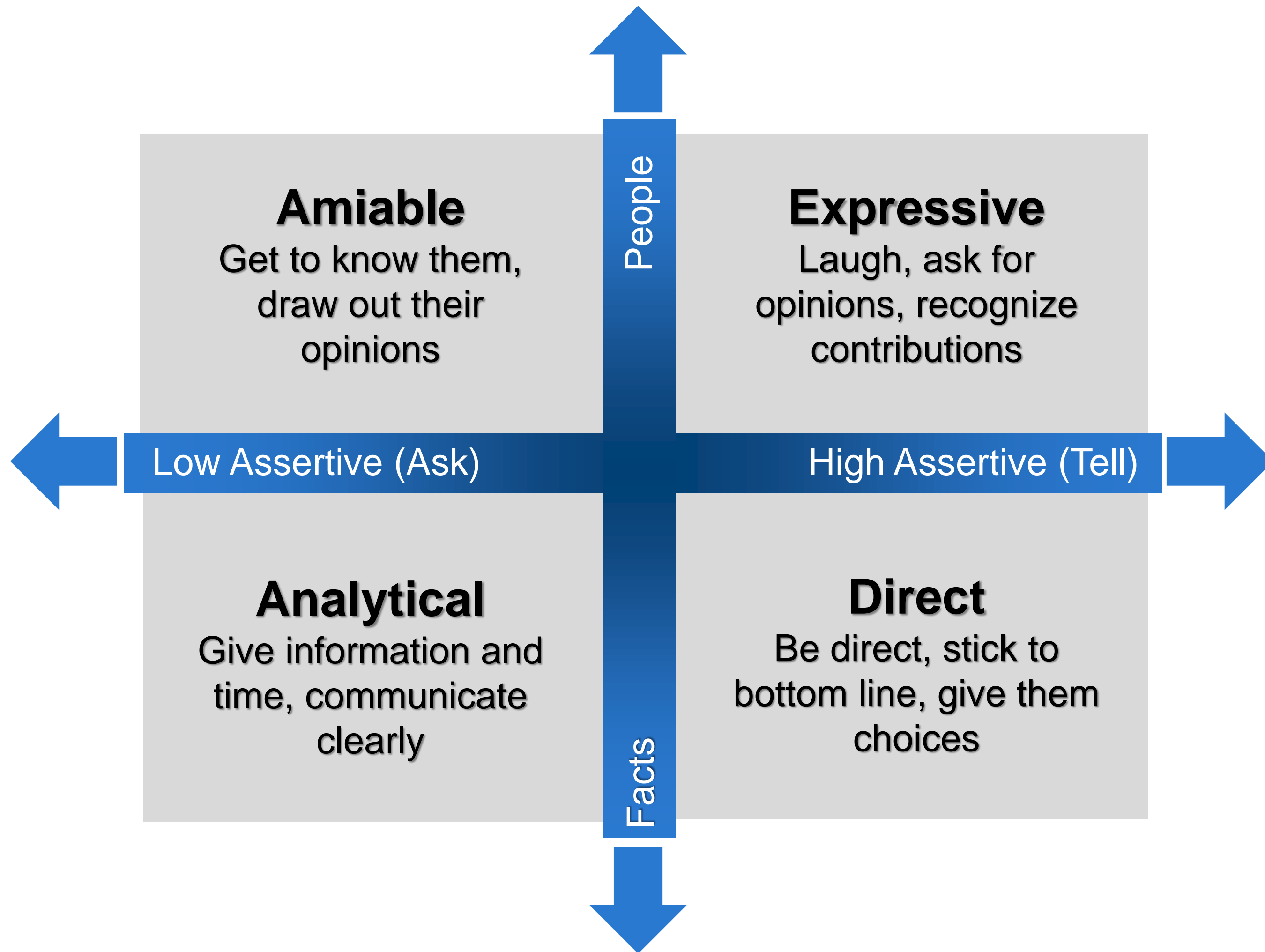


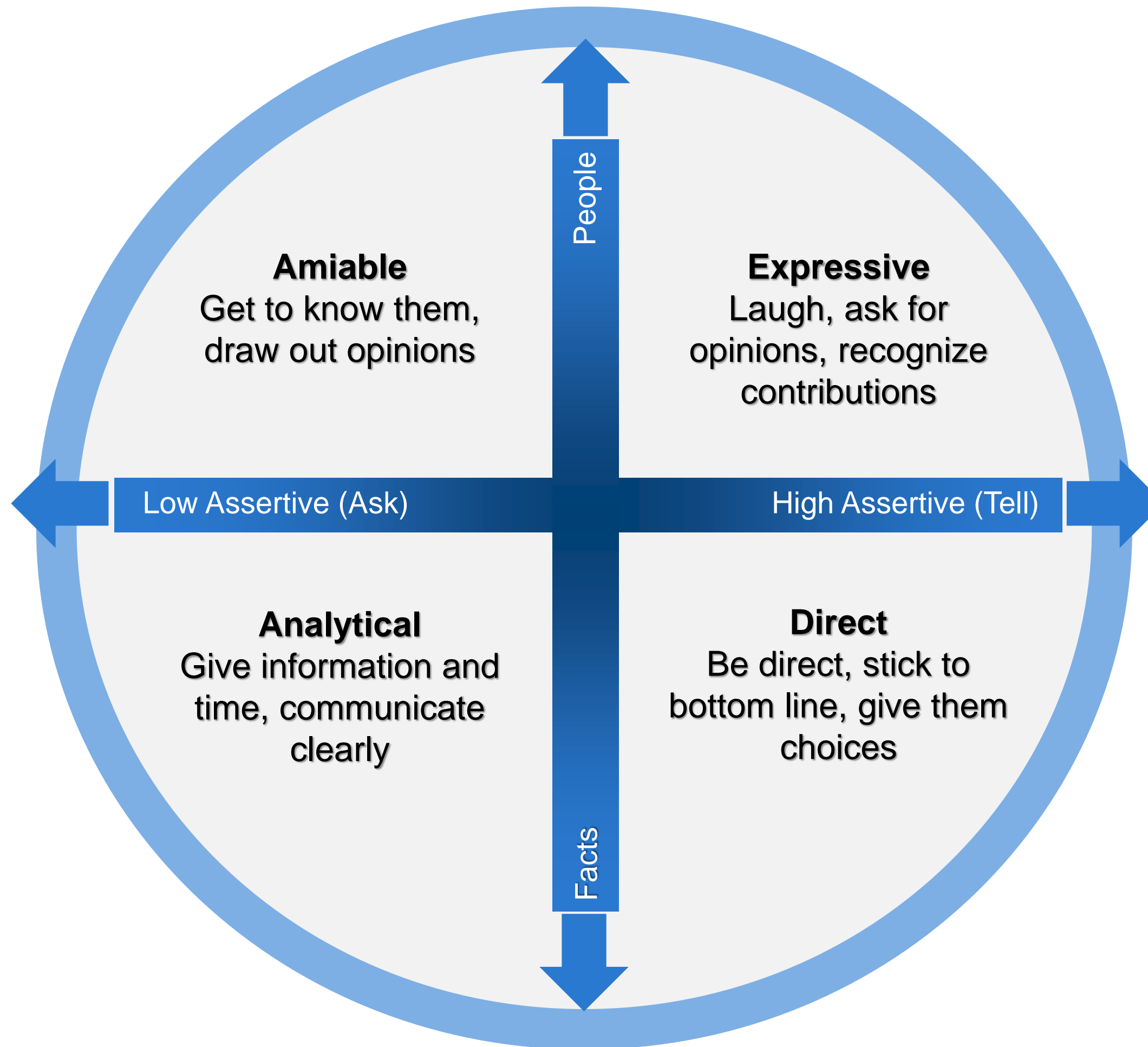


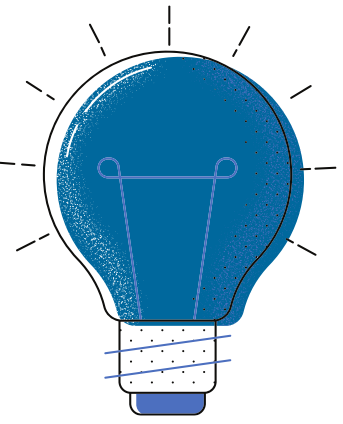










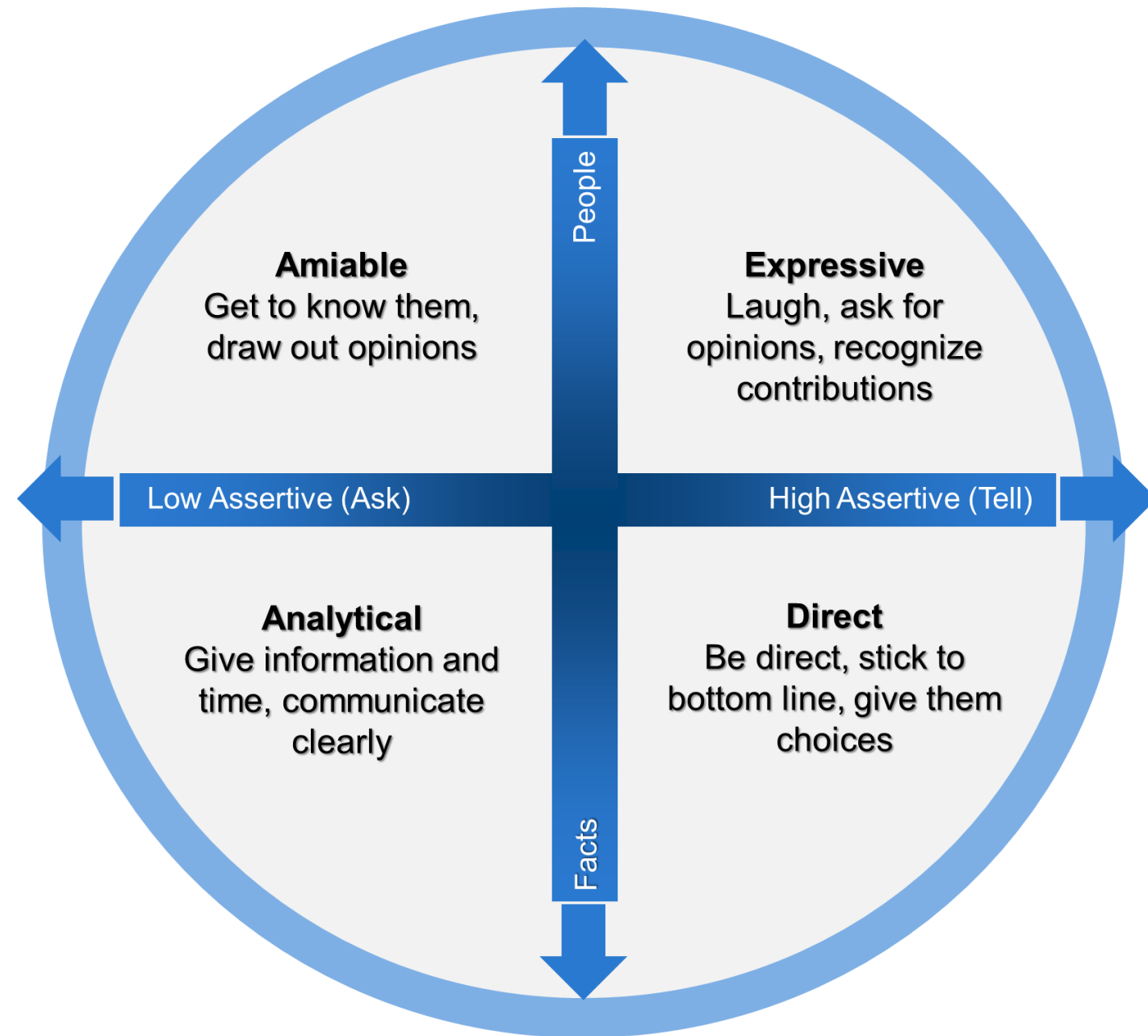


Exercise

Go back to the list of “your people.”

On your own:

1. In which quadrant do you think they fall?
2. What do they need?
3. How could you flex your style to “speak their language?”



Tools to Understand Individual and Group Dynamics

Use the following tools to understand individual and group dynamics.



Communication
Styles

Working Genius

Getting
Feedback

MARK **S** KENNY

Working Genius

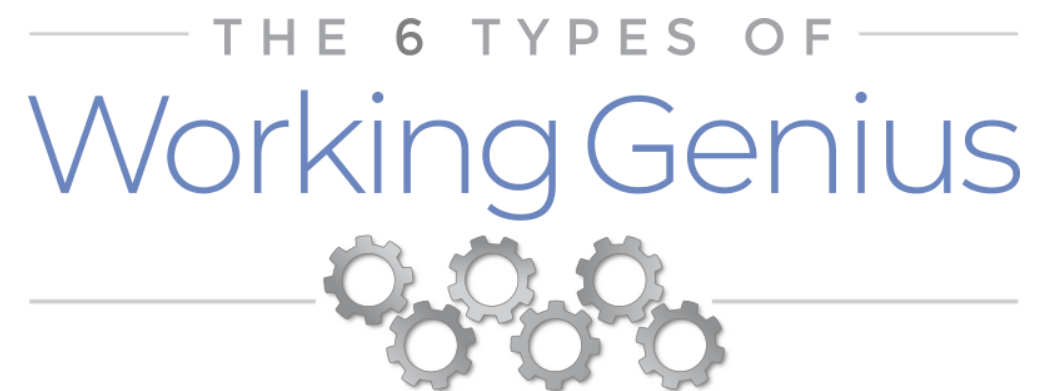


On Your Own

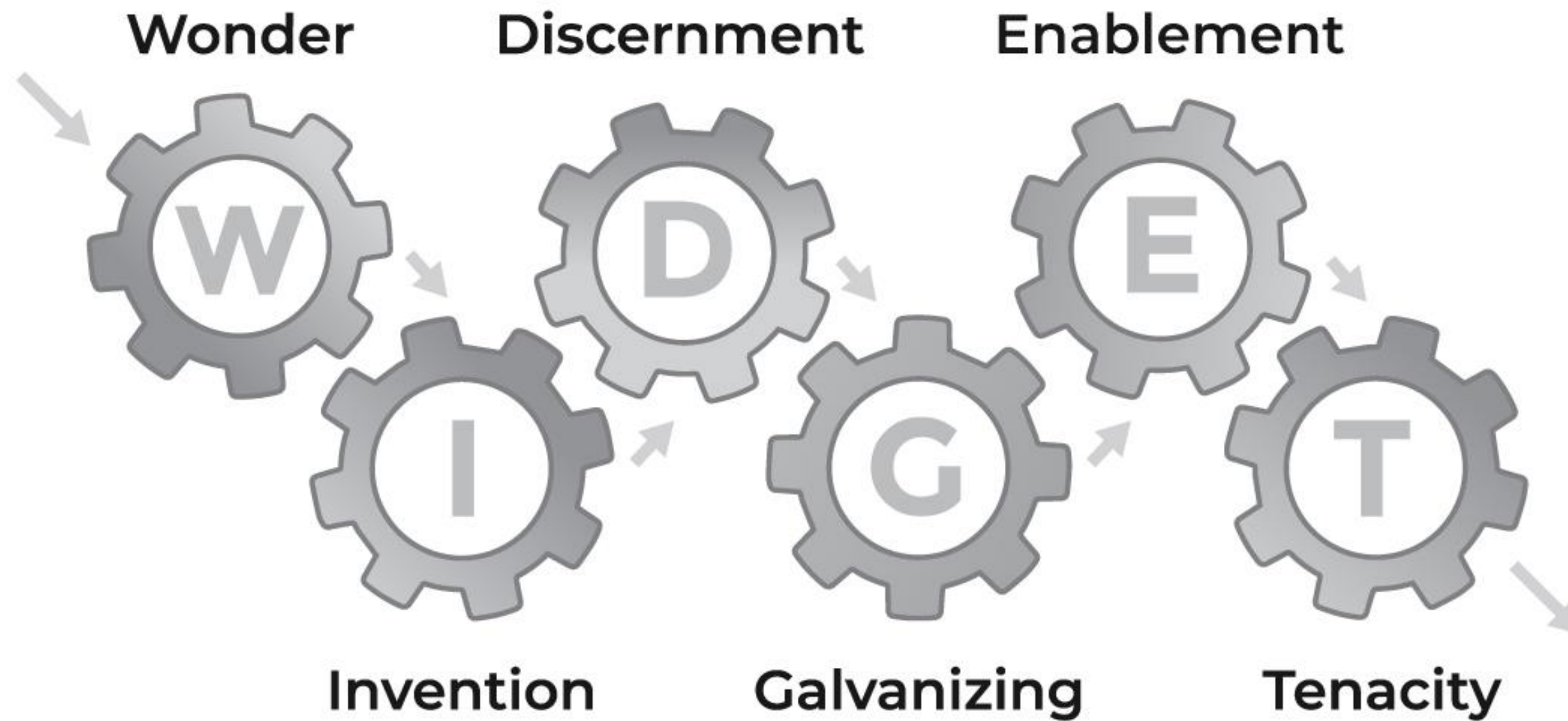
- ⚙️ Think about a time in the past few weeks when you were doing work that drained you. There was frustration instead of joy and fulfillment.
- ⚙️ Now think about a time in the past few weeks that gave you joy and fulfillment. You were energized while you were doing the work.



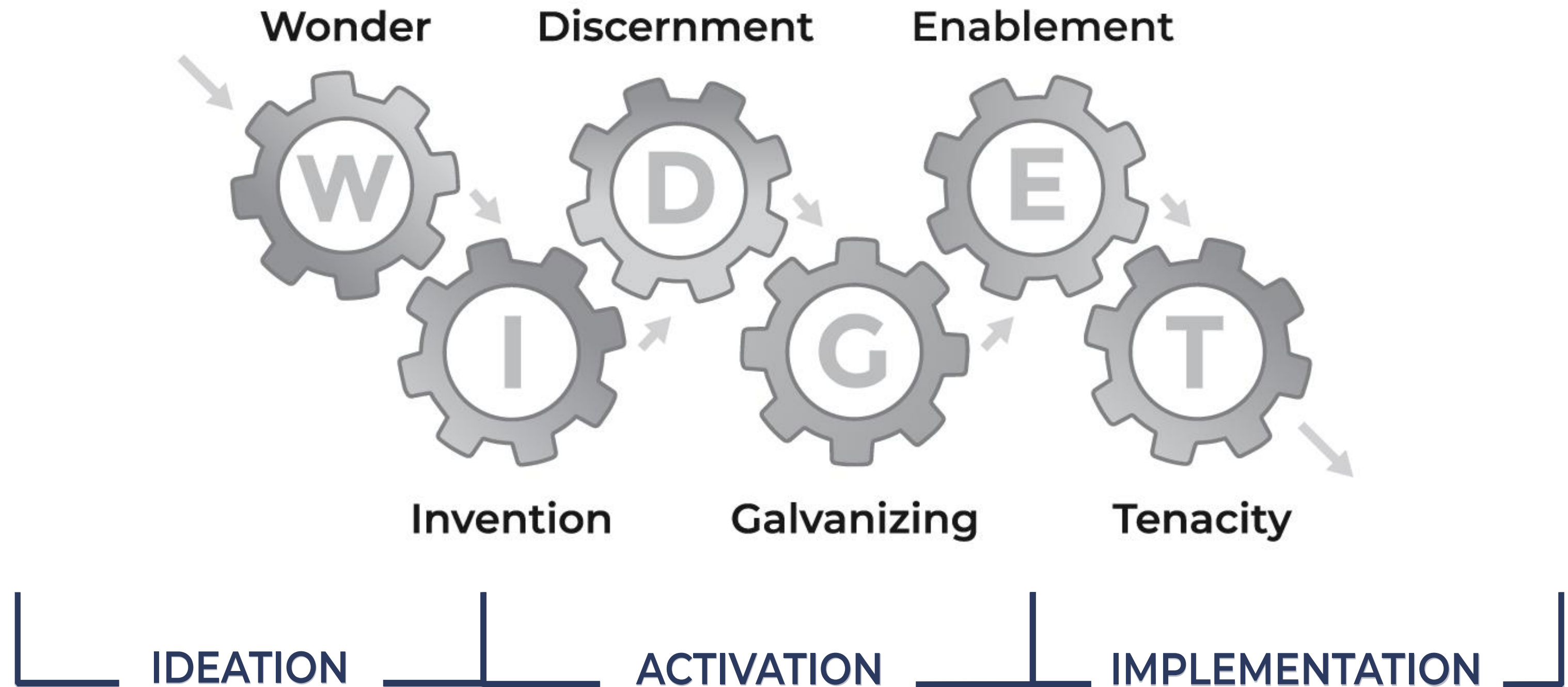
The Working Genius Model



— THE 6 TYPES OF —
Working Genius



The Three Stages of Work



All-In-One Model

MarkSKenny.com

STAGES OF WORK

IDEATION
ACTIVATION
IMPLEMENTATION



THE SIX TYPES

WONDER

- Identifies the need for change
- Responds to the environment
- Steady Energy

INVENTION

- Generates ideas & solutions
- Disrupts the status quo
- Bursts of energy

DISCERNMENT

- Assesses workability of ideas
- Responds to and refines ideas
- Steady Energy

GALVANIZING

- Inspires & pushes to action
- Disrupts comfort zones
- Bursts of energy

ENABLEMENT

- Helps move things forward
- Responds to need
- Steady Energy

TENACITY

- Ensures successful results
- Disrupts by imposing standards & plans
- Bursts of Energy



On Your Own

- ⚙ What do you think are your two areas of frustration?
- ⚙ What do you think are your two areas of genius?

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On Your Own

- ⚙ Fill out what you think is one genius for each person on your “team.”

Craves vs. Crushed by

Craves

- ⚙ Consideration
- ⚙ Freedom
- ⚙ Trust
- ⚙ Reaction
- ⚙ Appreciation
- ⚙ Clarity



Crushed by

- ⚙ “Who Cares?”
- ⚙ Constraint
- ⚙ “Prove it.”
- ⚙ Apathy
- ⚙ Being Overlooked
- ⚙ Ambiguity



On Your Own

- ⚙ For your team, fill out what they crave.

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Applying Working Genius

With Your Team

- ⚙ Stop judgement
- ⚙ Regulate your genius
- ⚙ Help them work in their genius after working in their frustration
- ⚙ Identify the type of work
- ⚙ Identify the type of meeting
- ⚙ Use the geniuses in your language
- ⚙ Give them what they crave

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Tools to Understand Individual and Group Dynamics

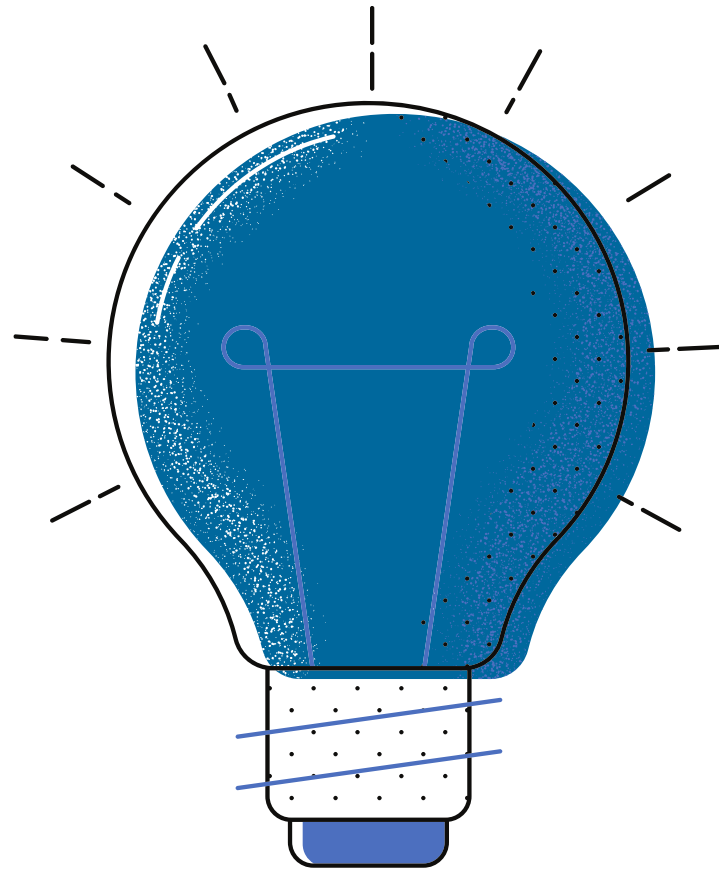
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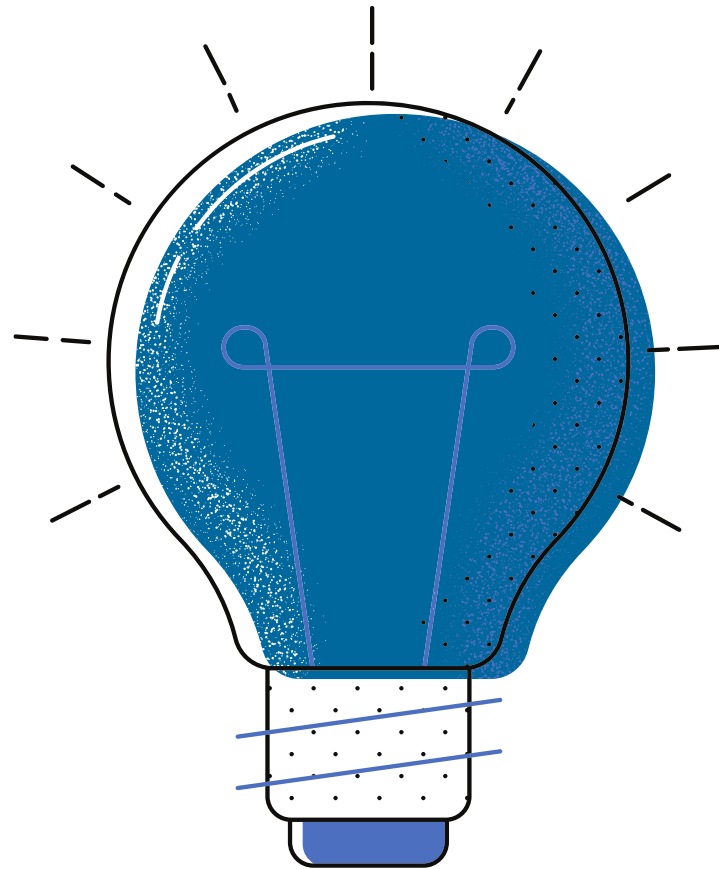
Working Genius

Getting
Feedback



How to Get Good Feedback:

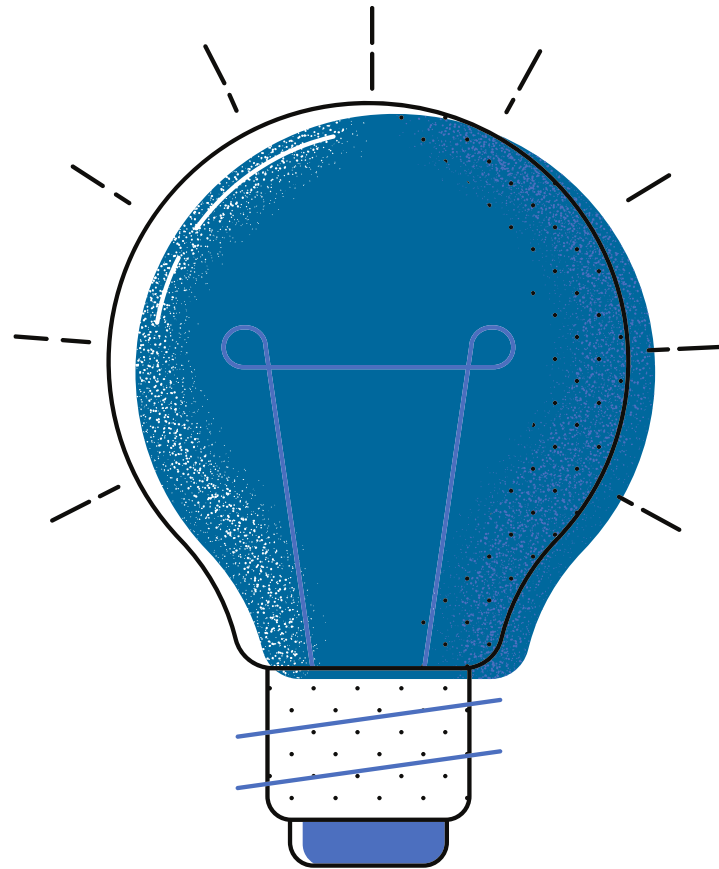
1. Solicit advice rather than criticism.
2. Be directed towards the future rather than obsessed with the past.
3. Couch it in a way that suggests you will act on it – you are indeed trying to get better.



How to Get Good Feedback:

“How can I do better?”

- 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



Feedforward

1. Find one other person.
2. Describe the one behavior you would like to change (from your self-assessment).
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.

Getting Feedback

1:1

Questions

1. “What can I start, stop, or continue doing for you and / or the team?” (Ashley Kemp)
2. “Is there anything I'm doing that's gets in your way of being great?” (Lou Heckler)
3. “How can I do better?” (Marshall Goldsmith)
4. “What would you like me to do about that?” (Phil Van Hooser)

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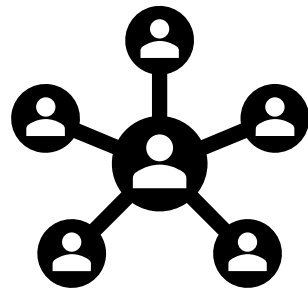
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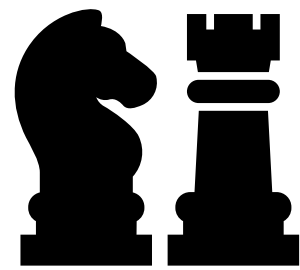
Reflection

Where are you confident? Where
are you anxious?

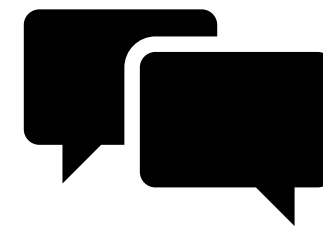
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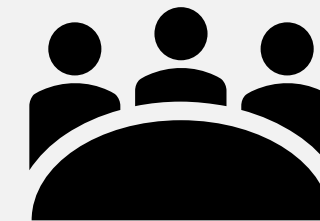
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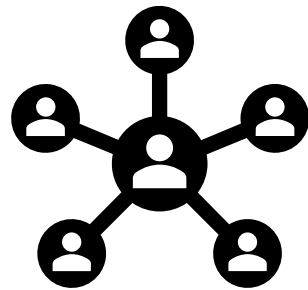


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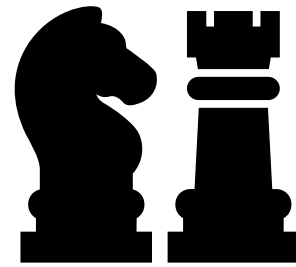


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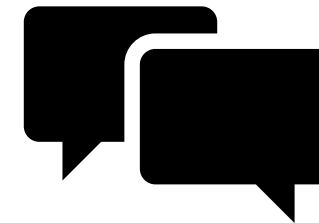
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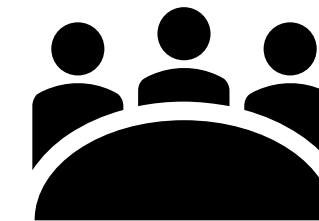
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What will you put into action?



One
Relationship

One Rhythm

One Resource

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