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## Seventy-five percent of the people we connect with every day have different Interaction Styles than our own. What does that mean in your workplace?

Leaders and team members must consistently communicate and work with people who have a variety of interaction styles. It is important to be flexible and tailor speech, body language and approach so that others become more open to listen and accept ideas.

This half or full-day course provides each participant with their interaction style profile and teaches them the skills and mindsets necessary to effectively communicate with others, which in turn helps individuals and teams accomplish more with less friction and stress.

This course requires a pre-class assessment which asks participants to evaluate themselves and obtain feedback from colleagues, peers, managers and subordinates prior to taking the class.

### **Ideal Audience**

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Leaders, individual contributors, and team members who need to work successfully with others in teams and where style differences come into play, and those who are selling or providing customer service.

An emotional intelligence module may be added to enhance learnings into improved actions.



### **Learning Objectives**

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- Understanding the four interaction styles and developing the ability to connect and find the right balance for the team
- Understanding what personal style and secondary style mean
- Learn strengths and blind spots of your own interaction style
- Help others understand your personal style and needs
- Understand interpersonal acumen and how it affects work relationships
- Learn how to deal with conflict that arises due to differences in interaction styles
- Practice skills for successfully flexing to other interaction styles

### **Outcomes**

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- Increased interpersonal acumen allowing teams to form and deliver results
- Expanded mindset to appreciate diversity and increase team output

