

Managing Interpersonal Relationships Using Social Styles

Understanding your **Style** can help you improve relationships and influence positive outcomes in business -- and personal -- situations. By completing a fully-automated on-line assessment, participants receive feedback on their Style -- Driver, Expressive, Amiable, Analytic. Since the assessment is multi-rater (i.e. similar to 360 degree surveys), participants also receive complete results from internal customers, staff, peers, support staff, and/or leaders. These results provide insight on their potential strengths (to be built upon) and weaknesses (to be turned into strengths) as they relate to **Style**.

Because **Style** is based on observable behavior, it is easier to see in others. Once participants learn to analyze others, they gain a short-hand on how to relate to them. This gives them the ability to apply versatility and select strategies for communications, conflict management, and other common business relationships. Program activities include simulations, action planning, cases and skill practices relevant to participants' business situations.

PROGRAM OBJECTIVES:

- Understand why and how others behave the way they do
- Correctly identify others' dominant Social Style and use that understanding to influence positive outcomes in any business relationship
- Understand stress and how to recognize and deal with others in stressful situations

PROGRAM LENGTH:

One day

TARGET AUDIENCE:

This program is designed for any employee who would like to improve their interpersonal communication and influence skills in a business setting.

PREWORK/MATERIALS:

Survey administration for this program is managed 100% by our partner, Gilman Performance Systems. You will be asked to provide a list of participant names and email addresses no later than three weeks before the program date. GPS will then administer all email communication and survey communications up through and including report generation.