WILSON LEARNING

OVERVIEW

In the workplace today, technology and the pace of business have increased the number of people with whom we interact, shortened the time to build relationships, and increased the need to interact effectively. Conflicts and misunderstandings can lead to bad results.

A hidden dimension of diversity can unlock productivity, persuasiveness, and better work relationships – the dimension of Social Styles. Four styles evenly divide the population; since people work best with (and like) those of their own style, this means 75% of interactions could improve!

Versatility is the ability to adapt one's behaviors to work more effectively with other Social Styles, in order to earn cooperation, reduce conflicts, be more persuasive, and communicate more effectively with that 75%, regardless of role. This adds up to better business results!

IGNITE TALENT

BUILDING RELATIONSHIP VERSATILITY: SOCIAL STYLES AT WORK

Building Relationship Versatility: Social Styles at Work provides participants with results-oriented Versatility skills that help them to improve their ability to work effectively with others. Individuals are better able to build productive relationships, handle conflict, and create more focused and productive teams. This program can transform how your organization, your teams, and your individual contributors work together to create value.

PROGRAM OVERVIEW

Building Relationship Versatility is built around a four-quadrant Social Styles matrix and the vital importance of working effectively with different styles. Participants get feedback on their Social Style, their interpersonal Versatility, and specific Versatility behaviors. They learn how to identify others' Social Styles and, based on an understanding of their own and others' styles, modify their own behaviors to communicate more easily and effectively with others.

PROGRAM DETAILS

Building Relationship Versatility is a modular, instructor-led program that can be configured to meet your organization's needs, or presented in the traditional two-day format. The learning experience is enhanced by the newly revised Social Style Profile, a validated multi-rater instrument that identifies each participant's Social Style and his or her interpersonal Versatility.

Based on assertiveness and responsiveness, the Social Style model consists of four distinct interactive styles: Driver, Analytical, Amiable, and Expressive. Because the program is applications-based, the skills learned in the modules are practiced and reinforced within the participants' real work environment, allowing them to immediately use this knowledge to develop more effective and productive relationships.

OUTCOMES

¬ The Business of Versatility establishes the importance of Versatility in personal and business success. Participants learn an approach for increasing their effectiveness with others.

¬ Identify Style enables participants to accurately determine others' Social Styles in order to work more effectively with them.

¬ Reflect on Style Expectations describes the preferences and expectations of the four styles, and reveals how others perceive their Versatility.

¬ Modify Your Behavior helps participants develop Versatility skills that enable them to adjust their behavior to communicate more effectively with each style.

¬ Managing Styles in Conflict identifies predictable response patterns by style at various stages of conflict, and how to deal with these patterns.

¬ Mastering Versatility provides participants the opportunity to practice new skills, and offers means to build better relationships with and influence others.

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V1.0 WLW 46479

WILSON LEARNING CORPORATION
800 328 7937
wilsonlearning.com