

Producing Results with Others

COURSE



Audience: Universal

Type: Course

Length: Two Days*

Assessments Available:

Multi-Rater SOCIAL STYLESM & Enhanced Versatility Profile

Use: In-depth interpersonal skills training course designed to suit the needs of a diverse audience and provide sufficient opportunity to apply the concepts learned. As TRACOM's most in-depth and experiential course, Producing Results with Others is an engaging, interactive learning experience.

*Producing Results with Others is also available in blended learning version, which includes self-study and a one-day class.

EXCELLENCE IN INTERPERSONAL SKILLS LEADS TO INCREASED PRODUCTIVITY

It is no surprise that strained workplace relationships are incredible productivity drains. The TRACOM Group recently asked employees about the **greatest causes of poor productivity**.

- 84% blamed poor communication.*
- 59% cited poor relationships with bosses and/or co-workers.*
- 80% said SOCIAL STYLE training has helped them have more effective relationships with co-workers or teams.*
- 65% said if their coworkers or team members took part in SOCIAL STYLE training, it would help them to be more productive.*

PRODUCT DESCRIPTION

Producing Results with Others is TRACOM's most thorough and interactive course for a Universal audience, designed to develop interpersonal skills and create thriving workplace relationships at all organizational levels.

This two-day class gives participants a rock solid working foundation in interpersonal skills using TRACOM's proven models for SOCIAL STYLE and Versatility. Producing Results with Others is the uncompromising solution to any organization's need to increase workplace communication, morale, effectiveness, and productivity.

Excellent interpersonal skills are essential for success of the individual and for the organization as a whole. Producing Results with Others is the most comprehensive tool to ensure these successes.

VERSATILITY

Versatility is a measure of a person's Image, Presentation, Competence, and Feedback, the areas that contribute to a person's interpersonal skills. Versatility is a significant component of overall success, comparable to intelligence, previous work experience, and personality.

*2007 TRACOM Research Study



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BENEFITS

Participants will learn to:

- Determine their own SOCIAL STYLE and Versatility based on self-assessment and ratings from others.
- Effectively communicate with others using their behavioral preferences.
- Understand why some relationships are more productive than others.
- Modify behavior to maximize productivity.
- Maintain proper workplace “tension” for maximum productivity.
- Manage each Style’s “back-up behavior” (i.e., default mode when under pressure) in order to iron out differences and maintain well-working teams.
- Obtain social endorsement (or approval) from others.
- Improve Key Relationships through role-playing exercises

The Participant Package Includes:

Participant Guide, Reminder Booklet, Accepts/Rejects Card, Improving Key Relationships Guide, Skills Guide Card, Participant Certificate, Name Tent, Achieving Higher Versatility Resource Guide.

ADMINISTRATIVE TOOLS FOR COURSE DELIVERY

Facilitating this course requires certification. You may choose to certify your own staff or use TRACOM’s certified instructors.

The Administrative Kit includes:

Facilitator Guide • Set of 24 wall charts • Resource CD with Videos, PowerPoint Presentation for Program, and Participant Certificate Template • DVD with videos • Participant Package • Carrying Case.

COURSE OUTLINE

DAY ONE:

COURSE INTRODUCTION 45 MIN

- Turning Relationships into Assets

MODULE 1: SUCCESS MODEL 30 MIN

- Success Model
- Solutions Team

LESSON 1: DIMENSIONS OF BEHAVIOR 90 MIN

- Observing and Describing Dimensions of Behavior
- Assertiveness Dimension
- Verbal and Non-Verbal Behavior
- Responsiveness Dimension

LESSON 2: SOCIAL STYLE MODEL™ 120 MIN

- The Four SOCIAL STYLE Positions
- Your Style Behavior
- Assertiveness Measurement
- Strengths and Weaknesses of Each Style
- Key Characteristics of Each Style
- Interpreting Your SOCIAL STYLE Report
- Responsiveness Measurement
- Style Need and Orientation

LESSON 3: TENSION MANAGEMENT 60 MIN

- Tension Productivity Model
- Backup Behavior Model
- Patterns of Behavior
- Toxic Relationships

LESSON 4: INTRODUCING VERSATILITY 60 MIN

- Sources of Social Endorsement

DAY TWO:

MODULE 2: INCREASING INTERPERSONAL EFFECTIVENESS 60 MIN

- What’s My Style?
- Day 1 Review

LESSON 1: VERSATILITY CONTINUED 90 MIN

- Understanding Your Versatility Score
- Observing Versatility
- Gaining Social Endorsement

LESSON 2: THE PRO STRATEGY 60 MIN

- Increasing Social Endorsement
- Growth Action
- The PRO Strategy

LESSON 3: USING THE PRO STRATEGY 120 MIN

- Case Study PRO Action Plan
- Improving Key Relationships
- Insights for Using the PRO Strategy

LESSON 4: WORKSHOP CONCLUSION 45 MIN

- Participant Expectations and Workshop Evaluation

ESTIMATED COURSE TIME: 780 MIN

