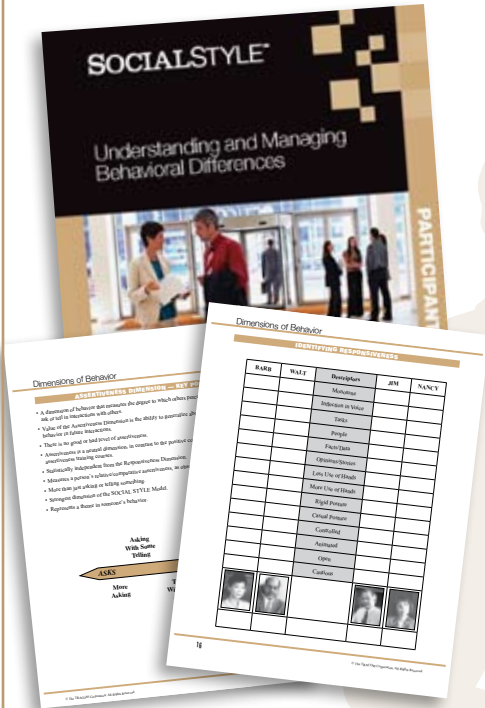


# Understanding and Managing Behavioral Differences

## COURSE



**Audience:** Universal

**Type:** Course

**Length:** One-Day

**Assessments Available:**

Multi-Rater SOCIAL STYLE<sup>SM</sup> & Versatility Profile

Multi-Rater SOCIAL STYLE & Enhanced

Versatility Profile

**Use:** Interpersonal Skills training course designed to teach participants the concepts of SOCIAL STYLE and Versatility while also providing experiential learning opportunities.

### BEHAVIOR AT WORK GREATLY IMPACTS PRODUCTIVITY

In a recent study, TRACOM asked participants to share the top five causes of poor productivity at work:

- 84% said poor communication within or across work teams.\*
- 57% said poor relationships among coworkers.\*
- 59% said poor relationships with boss or supervisor.\*
- 80% of the same participants surveyed said that SOCIAL STYLE training has helped them have more effective relationships with co-workers.\*

### PRODUCT DESCRIPTION

Understanding and Managing Behavioral Differences is TRACOM's one-day course that explores our popular and proven models of SOCIAL STYLE and Versatility, emphasizing improved interpersonal skills and workplace interactions. Through a series of exercises, videos, and facilitated discussions, participants will discover how to enhance workplace productivity and morale.

Participants will learn to identify each of the four SOCIAL STYLEs and the best plans of action to work with and accommodate each. Through exercises, participants will pinpoint areas of tension and understand the reason for backup behavior, which can ultimately lead to toxic relationships if left unchecked. Your employees will also be able to describe the Versatility dimension and define sources of social endorsement while identifying the steps to take to increase their Versatility and success at work.

Understanding and Managing Behavioral Differences' one-day format allows for maximum participation and workplace application training while fitting within time restrictions.

### 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:

- Understand their SOCIAL STYLE position and Versatility score based upon feedback from others.
- Understand different behaviors and how others view them.
- Understand why some relationships are more productive than others.
- Support the Style needs of clients, customers, managers, direct reports, and other co-workers, creating more productive relationships.
- Recognize optimal tension levels and how to increase or decrease tension for maximum productivity.
- Identify “backup behavior” and provide for Style needs in order to return to high productivity.
- Identify components of Versatility and the strategies to increase Versatility

The Participant Package includes:

Participant Manual, Accept/Reject Card, Skills Guide, Name Tent.

## 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 Admin Kit includes:

Facilitator Guide • Participant Package • DVD videos; narrated and vignette-only versions • Resource CD with Videos, PowerPoint Presentation for Program, and Participant Certificate Template • Wall Charts • Carrying Case.

## COURSE OUTLINE

### INTRODUCTION

- Workshop Purpose
- Benefits of Style Training
- The Success Model
- Observing Differences

### DIMENSIONS OF BEHAVIOR

30 MIN

### SOCIAL STYLE MODEL™

90 MIN

- The SOCIAL STYLE Model Overview
- Exercises
  - Strengths & Weaknesses
  - Styles of Famous People
  - Style Slogans
- Key Characteristics of Each Style

### SOCIAL STYLE PROFILE – PART I (YOUR STYLE)

30 MIN

### REVIEW

30 MIN

- Review SOCIAL STYLE Model
- Debrief Part I
- Q&A

### TENSION MANAGEMENT

30 MIN

### VERSATILITY

60 MIN

- Versatility Overview
- The Four Sources of Endorsement

### SOCIAL STYLE PROFILE - PART II (YOUR VERSATILITY)

30 MIN

### INTERACTIVE EXERCISES

60 MIN

- Role Play
- Expert Panel

### CONCLUSION

30 MIN

- Rules for Observing Style
- Final Q&A
- Workshop Conclusion

### ESTIMATED COURSE TIME

390 MIN

