



## UNDERSTANDING SELF & OTHERS: BEHAVIOR STYLES & INTERPERSONAL SKILLS

Do you ever feel stuck during your work day, unable to get your work done the way you want to? Are you partnered with someone who is difficult to work with, no matter how hard you try? Are you left dealing with frustration, stress, or anger? In these types of situations, the answer is not to change who you are — that's tough to do. The solution is to learn to see situations in new ways and to develop new solutions to help you relate to others.

### DESCRIPTION:

In this workshop, participants use a self-assessment tool to gain an understanding of the four different behavioral styles. Participants identify their personal preferences as well as the characteristics of other styles, gaining a better understanding of what makes people act and react the way they do. Participants learn what motivates and de-motivates various team members and customers, how to communicate with different styles, and how to capitalize on other people's strengths. This session provides a foundation for understanding people and making a positive impact in the workplace, whether you're in sales, customer service, administration, management, or elsewhere.

### WHO SHOULD ATTEND:

This workshop is suitable for executives, managers, supervisors, and all staff levels.

### DURATION: 3 hours

### CONTENT:

Topics to be covered include:

- Behavioral styles self-assessment
- Recognizing strengths and limitations
- Communication techniques for various behavior styles
- Breaking down barriers to effective communication
- Adapting and adjusting to all behavior types

### OBJECTIVES:

- Understand behavioral tendencies and develop an understanding of how behavior affects others.
- Value individual differences.
- Evaluate personal strengths and opportunities for improvement.
- Identify the characteristics of the four behavioral styles and how to interact with each.
- Develop effective communication techniques with each style.
- Have a solid foundation to sales, customer service, team & leadership development