**INTERACTION SKILLS FOR SUCCESS**

*Did you know that everyone has two kinds of needs during any interaction: personal and practical?*

*Improving people’s interaction skills will improve the workforce thinks and acts.*

This course presents the basics on how to work well together, reduce wasted time, lessen conflict, and influence interactions in a positive way.

**DO YOU FACE ANY OF THESE ISSUES?**
- Is there a need for increased cooperation and courtesy among associates?
- Are your people “team players” or do they put themselves first?
- Do others resent coworkers for being too busy to help them?
- Do your people doubt they can go beyond their “regular” duties to help others?

**PERFORMANCE OBJECTIVES**

*Helps associates:*
- Choose the most effective way to interact with others in order to reduce wasted time and miscommunication.
- Get what they need from their interactions.
- Make sure they give people what they need from their interactions.
- Maintain strong working relationships and reduce misunderstandings and conflicts.

**PRIMARY COMPETENCIES DEVELOPED**
- Building Strategic Working Relationships

**SECONDARY COMPETENCIES DEVELOPED**
- Communication
- Gaining Commitment

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**COURSE OVERVIEW**

- **The Choices You Make:** Participants watch and discuss a video depicting on-the-job interactions. They review 10 Basic Beliefs—the foundation for all interactions.
- **Key Principles:** Participants learn about personal and practical needs. A video and debrief explore the struggle people face in meeting others’ needs and how making the right choices leads to success. In a series of activities, learners build skills in using the esteem, empathy, and involvement Key Principles to help meet personal needs. *Exercises include:* identifying the most effective uses of Key Principles, taking a “What’s Your Empathy IQ?” self-assessment, and completing part one of a team knowledge test on the first three Key Principles.
- **More Key Principles:** In a series of activities, participants learn how the share and support Key Principles help meet personal needs. *Exercises include:* video examples; “What Would You Say” exercises; a debate over which Basic Belief is best supported by sharing thoughts, feelings, and rationale; role play and analysis of a support situation; and part two of the team knowledge test.
- **Interaction Guidelines Summary:** Learners review Interaction guidelines for meeting practical needs and an on-the-job Key Principles reminder calendar.

**VIDEO SEGMENT SUMMARY**
- Fast-paced video scenes illustrate the wide variety of interactions that can occur on the job.
- Vignettes show how the esteem, empathy, and involvement Key Principles meet personal needs during interactions.
- A series of scenes illustrate how the share and support Key Principles meet personal needs during interactions.

**COURSE DETAILS**
- **Target audience:** All employees through frontline leaders.
- **Course length:** 5 hours, or 2 hours, 45 minutes Fast Track.
- **Facilitator certification:** DDI-certified facilitator required.
- **Prerequisites:** None.
- **Series:** Suitable for all environments.
- **Group size:** 10 to 20 people.
- **Prework:** No.

**RELATED COURSES**
- Interaction Skills for Success is a prerequisite for most Techniques courses and is strongly recommended for all others.
- IM Essentials (for leaders)
- Feedback Fundamentals

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