

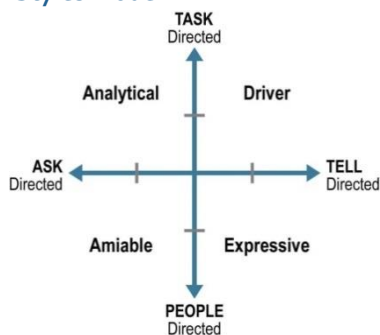
Building Relationship Versatility: Social Styles at Work



In every organisation, there is a hidden diversity—the diversity of Social Styles. Leveraging Social Style differences can lead to more effective collaboration, productive relationships, and greater productivity and business results. Recognising others' work preferences and adjusting to them results in more efficient communication and the persuasive ability to influence others. Improving versatility reduces tension in relationships and allows people to focus on the task and work to be done.

Building Relationship Versatility: Social Styles at Work (BRV) is built around a four-quadrant Social Styles matrix. After being profiled, participants are assigned a Social Style, interpersonal versatility rating, and specific versatility behaviours. During the workshop, they learn how to identify others' Social Styles and, based on understanding their own and others' styles, learn to modify their own behaviours to communicate more easily and effectively with others.

The Social Styles Model



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Program Outcomes

BRV provides participants with results-oriented versatility skills that help them 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.

Implemented as a flexible and integrated human performance improvement solution, BRV offers practical skills and tools to help both managers and individual contributors.

Learning Approach

Wilson Learning believes that learning must be transferred to day-to-day work practices. To achieve this, BRV includes components and activities that enhance Participant Readiness, Learning Transfer, and Organisational Alignment.

Participant Readiness prepares participants and managers for the learning experience:

- Pre-workshop communication

Learning Transfer design embeds practice and use of new skills. The learning can be flexibly delivered as a:

- Two-day face-to-face, application-oriented workshop
- Series of instructor-led interactive webcast workshops

This program has six integrated learning modules, as shown on the following page. All can be delivered in modular format over non-consecutive days to allow application between sessions. This program can be taught by a Wilson Learning facilitator or by an organisation's own leader-trained in-house professional.

Organisational Alignment ensures the organisation supports the use of the new skills:

- Post-learning reinforcement activities available for both the manager and participant

As a result of this integrated approach, participants will continue to apply the skills and tools learned long after the learning event is completed.

Modules: Key Learnings Are . . .

The Business of Versatility

How to define the importance of versatility and the benefits it can have on work

Identify Style

How to “read” the behaviour of different people in order to accurately identify their Social Style; how to recognise the effect of one’s own style on others’ behaviour

Reflect on Style Expectations

How to reflect on the expectations and preferences people of different Social Styles have for those with whom they work and interact

Modify Your Behaviour

How to adapt working relationships with coworkers in order to meet their style expectations and preferences

Managing Styles in Conflict

How to recognise others’ back-up behaviours (fight/flight responses to stress); how to describe the back-up behaviour of each style and manage back-up behaviour effectively

Mastering Versatility

How to meet others’ needs and expectations by modifying style behaviours; how to use specific behaviours (pace, voice, body language, focus) to display greater versatility in order to improve relationships and obtain better results

Participants Will . . .

Recognise the importance of versatility in personal and business success; learn an approach for increasing effectiveness with others at work

Be able to accurately determine others’ Social Styles and be able to approach them in the most appropriate manner

Describe the expectations and preferences for each style; identify how these apply on the job; find out how versatility is interpreted by others

Be able to communicate persuasively with each Social Style

Gain skills to effectively manage conflict; understand how and when to use various techniques to address fight and flight behaviours

Be able to adapt behaviour to match others’ behaviour; improve versatility to build better relationships and influence others

Continued

Enabling Improved Performance

Building Relationship Versatility includes various performance application, reinforcement, and support tools, such as application tips, job aid cards, electronic reinforcement tools, performance challenges, etc. These tools ensure that participants can hone newly acquired skills and behaviours upon returning to work.

Measurement

Follow-up measurement options are available, including interviewing guidelines for participants and managers, behavioural checklists, and the Social Style Profile (used twice, first in the preparatory stage and later to measure shifts in perceived versatility). This concrete, real-world feedback motivates people to perform and acts as a blueprint for creating individual, group, and organisational development plans.

Evaluation

Wilson Learning will partner with your organisation to measure the initial behavioural changes and business results. We will work with you to set up evaluation systems that help improve outcomes and sustain the momentum of your implementation.

This offering, like all others from Wilson Learning, can be customised to reflect your environment and business priorities and can be integrated with your processes.



Participants can claim Continuing Professional Development (CPD) points for BRV with the National Insurance Brokers Association.