Improving Personal Effectiveness with Versatility Program

‘Interpersonal Skills – the vital link between employees and productivity’

The application of SOCIAL STYLE and Versatility concepts and techniques can help your team members to more effectively do things such as listen and communicate with others, influence decisions and present and gain commitment for responsibilities and business deliverables. In addition, these can also help to resolve or even avert unnecessary conflict caused by interpersonal friction.

TRACOM’s Improving Personal Effectiveness with Versatility Program uses the popular and proven SOCIAL STYLE and Versatility Models to raise participant’s awareness of their workplace behaviours and communication preferences that directly affect the ability of staff to work together effectively. Participants will learn how to recognise these behavioural and communication preferences and adjust their own behaviours to create productive working relationships with individuals of all Social Styles.

The SOCIAL STYLE Model uses behavioural ‘themes’ that people routinely exhibit, to chart individuals according to their Assertive and Responsive behaviours. Awareness of the behaviours that each SOCIAL STYLE characteristically demonstrates allows us to predict a person’s future behaviour and thus take action effectively and appropriately during each interaction. When we focus on meeting other’s needs over our own, positive interpersonal relationships develop that provide opportunities to offer solutions and solve problems.

Versatility is independent of an individual’s SOCIAL STYLE. Versatility measures a person’s tendency to focus on their behavioural preferences and needs, versus the behavioural preferences and needs of others in their interpersonal interactions in four key areas: image, presentation, competence and feedback. Each of these four aspects of performance contributes to more effective interpersonal functioning with colleagues and customers.

Participants complete on-line questionnaires and then ask a number of their work colleagues to also complete the same questionnaire on their behalf. Two reports are generated – Social Style Report and Versatility Report. These reports are then used throughout the program.

As a result of SOCIAL STYLE and Versatility training organisations can expect better employee morale and increase productivity.
At the end of the workshop participants will:

- Discover their own SOCIAL STYLE
- Learn how their SOCIAL STYLE affects interactions with others
- Learn to determine the SOCIAL STYLE of others
- Learn optimal tension levels and how to increase or decrease them to increase productivity
- Learn to recognise ‘back up’ behaviour and what to do when this ‘at wits end’ type of behaviour occurs
- Learn their Versatility level and how to increase their Versatility, which will help them perform at a higher level of social intelligence, increasing performance at work

Course Outline includes:

- Dimensions of behaviour – Assertiveness and Responsiveness
- Social Style Model- key characteristics of each style
- Your SOCIAL STYLE profile
- SOCIAL STYLE at work
- Managing Tension
- Versatility – what is it and what causes others to endorse you
- Four steps to improve personal effectiveness
- Your Versatility profile
- Style Forum – techniques for observing others’ style
- Using SOCIAL STYLE and Versatility at work

Workshops can be conducted for up to 20 participants, who will be divided into smaller clusters for group activities. The minimum effective group size is 8-10, as much learning takes place from participant interaction and discussion.

Content rich workbooks, applications guides, skill cards and the option of an additional Versatility Check Up workshop all form part of the Program. Personal empowerment is a key feature. The entire program is lively, interactive and enjoyable, providing valuable discovery-learning processes in a friendly environment.

To find out how using Social Styles can help you Progress further, call today on +61 2 9527 2280 or email admin@progress.com.au.