



## CREATING EFFECTIVE RELATIONSHIPS AT WORK

The quality of an organization is impacted by the effectiveness of its relationships. Misunderstandings and ineffective communication limit individual and team performance. We all see the same event differently dependent on our own motivations and perspectives. When people recognize their unique motivations as well as the motivations of others they greatly enhance their ability to communicate more effectively and handle conflict more productively. Enhancing interpersonal insight is a crucial factor for achieving high-performance results.

## UNDERSTANDING MOTIVATION

***What's My Style?*** is a unique program that helps people understand what motivates them and others resulting in improved relationships and reduced conflict at work. What's important to each of us differs and what motivates our behaviour is a function of what's most important to us. By understanding motivation we can better manage our behaviour and our relationships with others.

## INSIGHTS INTO BEHAVIOR

***What's My Style?*** starts with an online assessment which creates a graphical display of the motivational styles of each person as well as depicting the entire group. This assessment promotes insights into why people do what they do and provides a common language to facilitate conversations about interpersonal and workplace issues. Learning about the individual strengths and diversity of the team creates an environment of respect as well as an understanding of how differences might lead to conflict and misunderstanding.

## EFFECTIVE CONFLICT MANAGEMENT

***What's My Style?*** incorporates a non-threatening method for conflict management enabling the group to recognize triggers and sources of conflict in themselves and others. Understanding our own conflict triggers enables us to choose more effective behaviour in difficult situations. Insights about differences in motivation help us look beyond the behaviour of others to see the positive intent promoting conversations that avoid conflict. By understanding conflict styles and how to make effective behaviour choices to resolve workplace issues, the group develops the skills to address conflict before it becomes overwhelming and irresolvable.

## BUILDING ON STRENGTHS

People contribute more effectively at work when they are able to use their strengths to achieve business goals. During the workshop the top strengths of each participant are reviewed as well as the top strengths within the group. Discussions and group exercises explore the impact of overdone strengths, how they can be viewed as weaknesses or become the source of conflict impacting the ability of the team to achieve results. The objective is for the team to understand how they can use their strengths effectively to enhance business results and improve relationships.



Teams that understand and respect the differences within the group are able to communicate openly and honestly, leveraging their individual strengths to collaborate effectively and achieve creative and innovative business results.

## PROGRAM RESULTS

The key outcomes of the *What's My Style* program are

- **Improved communication and interpersonal understanding;**
- **Enhanced working relationships;**
- **Reduction in workplace conflict;**
- **Effective deployment of individual strengths to achieve business results.**

At the completion of the *What's My Style* workshop participants:

- Feel empowered to choose and control their behaviour and the outcomes of their behaviour
- Understand and appreciate each other more because they recognize the motivation behind the behaviour
- Know how to lead effective conversations based on an understanding of motivational behaviour
- Understand their own conflict triggers and potential sources of conflict for others
- Know how to reduce workplace conflict by choosing situation-appropriate behaviour
- Know how to manage conversations to avoid conflict and achieve results beneficial to both people
- Understand how to leverage the strengths and diversity of the group to achieve business results
- Understand the ways in which strengths can be overdone
- Recognize when they are at risk of overdoing strengths
- Create a motivational dashboard to support ongoing team effectiveness

## PROGRAM COMPONENTS

The program begins with an online assessment completed by each participant at least 2 weeks prior to the workshop. The agenda for the one-day workshop includes:

- Relationship Awareness – a model for understanding behaviour
- Understanding motivational styles: Why do people do the things they do?
- Debrief the results of the motivational styles assessment – individual
- Debrief the results of the motivational styles assessment –group
- How do the motivational styles of the group effect performance?



## **WHAT'S MY STYLE?** *Creating Effective Relationships at Work*

- Understanding differences in conflict: debrief individual conflict sequences
- How does the group handle conflict?
- Personal Strengths: using your strengths for results
- Overdone Strengths: managing for success
- Putting it all together: creating a motivational dashboard

The workshop includes group work, exercises and discussions to ensure participants understand the theory behind relationship awareness, motivational styles, conflict management and how to effectively use their personal strengths.

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