



What's My Style? *Creating effective relationships at work*

Organizations depend on people

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

Improve understanding and communication

What's My Style? is a unique program that helps people understand what motivates them and others. Behaviour is a function of what is most important to us individually. By understanding the motivation behind the behaviour we improve our communication and relationships with others.

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

Manage conflict effectively

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. Develop the skills to address conflict before it becomes overwhelming and irresolvable by understanding conflict styles and how to make effective behaviour choices to resolve workplace issues. Values underlie and drive our behaviours and are often at the heart of conflict. The workshop looks at both individual and group values to explore how they contribute to achieving success. Participants identify the values that are most important to the effective functioning of the individual and to the department and the behaviours which support these values.

Build strengths for better performance

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 limitations 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.



Program Components

The program begins with an online assessment completed by each participant 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?
- » 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 plan for effective relationships at work

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.

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.



About Karole Sutherland

Karole brings a passion for leadership to her work with clients as well as 30-years in corporate leadership roles. She's worked on the front-lines and has led from the executive suite in health care and drug development. Her expertise combined with her training are the perfect combination to support clients to build the leadership skills needed to create high-performance teams. Karole has coached executives, managers and team leaders at all levels. She has worked with small, co-located teams as well as with global project teams on large-scale international projects.

Her goal is always to help individuals and teams to work more effectively to get the right things done, to improve relationships and enhance understanding in the workplace. Karole has a Master's degree in Leadership from Royal Roads University and is a Certified Executive Coach accredited by the International Coaches Federation (ICF). She is President of the Vancouver chapter of the ICF and a member of the Organization Development Network, the Neuroleadership Institute and the International Society of Performance Improvement.

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