



SOCIAL STYLE®

Understanding and Managing Behavioral Differences™



One-Day Course

AUDIENCE

Universal

ASSESSMENTS AVAILABLE

Multi-Rater SOCIAL STYLE® & Enhanced Versatility Profile

USE

Interpersonal Skills training course designed to teach participants the concepts of SOCIAL STYLE and Versatility while also providing experiential learning opportunities.



PRODUCT DESCRIPTION

Understanding and Managing Behavioral Differences is TRACOM's one-day course that explores our popular and proven models of SOCIAL STYLE and Versatility, emphasizing improved interpersonal skills and workplace interactions. Through a series of exercises, videos, and facilitated discussions, participants will discover how to enhance workplace productivity and morale.

Participants will learn to identify each of the four SOCIAL STYLEs and the best plans of action to work with and accommodate each. Through exercises, participants will pinpoint areas of tension and understand the reason for backup behavior, which can ultimately lead to toxic relationships if left unchecked. Your employees will also be able to describe the Versatility dimension and its sources while identifying the steps to take to increase their Versatility and success at work.

The one-day format allows for maximum participation and workplace application training while fitting within time restrictions.



BEHAVIOR AT WORK GREATLY IMPACTS PRODUCTIVITY

In a recent study, TRACOM asked participants to share the top five causes of poor productivity at work:

- 84% said poor communication within or across work teams.
- 57% said poor relationships among coworkers.
- 59% said poor relationships with boss or supervisor.
- 80% of the same participants surveyed said that SOCIAL STYLE training has helped them have more effective relationships with co-workers.

VERSATILITY

Versatility is a measure of a person's *Image, Presentation, Competence, and Feedback*, the areas that contribute to a person's interpersonal skills. Versatility is a significant component of overall success, comparable to intelligence, previous work experience, and personality.



Understanding and Managing Behavioral Differences™



One-Day Course Agenda

BENEFITS

Participants will learn to:

- Understand their SOCIAL STYLE position and Versatility score based upon feedback from others.
- Understand different behaviors and how others view them.
- Understand why some relationships are more productive than others.
- Support the Style needs of clients, customers, managers, direct reports, and other co-workers, creating more productive relationships.
- Recognize optimal tension levels and how to increase or decrease tension for maximum productivity.
- Identify “backup behavior” and provide for Style needs in order to return to high productivity.
- Identify components of Versatility and the strategies to increase Versatility.

THE PARTICIPANT PACKAGE INCLUDES:

Participant Workbook • Accepts/Rejects Card • Skills Guide Card • Achieving Higher Versatility™ Resource Guide

ADMINISTRATIVE TOOLS FOR COURSE DELIVERY

Facilitating this course requires certification. You may choose to certify your own staff or use TRACOM’s certified instructors.

THE ADMIN KIT INCLUDES:

Facilitator Guide • Participant Package • DVD videos • Resource CD with PowerPoint Presentation, Session Evaluation Handout and Participant Certificate Template • Carrying Case

8:00 AM	Welcome Session Purpose Benefits of Style Training Participant Introductions
8:30	Program Assumptions The Success Model Observing Differences
9:00	Dimensions of Behavior
9:30	Assertiveness & Responsiveness
10:00	SOCIAL STYLE Model™
10:30	Exercise: Strengths/Weaknesses, Famous People, Slogan
11:00	Key Characteristics of Each Style
11:30	SOCIAL STYLE Profile — Your Style
12:00 PM	<i>Lunch</i>
1:00	Review SOCIAL STYLE Model, Debrief SOCIAL STYLE Profile Reports
1:30	Tension Management
2:00	Versatility & The Four Sources of Versatility
3:00	SOCIAL STYLE Profile Report — Your Versatility
3:30	Exercise: Role Play
4:00	Exercise: Expert Panel
4:30	Rules for Observing Style and Final Q&A
5:00 PM	Session Conclusion