



INTERACTION SKILLS FOR SUCCESS

COURSE OVERVIEW

The Choices You Make: Participants watch and discuss a video depicting on-the job interactions. They review 10 Basic Beliefs—the foundation for all interactions.

LEARNING OBJECTIVES

Key Principles: Participants learn about personal and practical needs. A video And, debrief explore the struggle people face in meeting others' needs and how making the right choices leads to success. In a series of activities, learners build skills in using the Esteem, Empathy, and Involvement Key Principles to help meet personal needs. Exercises include:

- Identifying the most effective uses of Key Principles.
- Taking a "What's Your Empathy IQ?" self-assessment.
- Completing part one of a team knowledge test on the first three Key Principles.

More Key Principles: In a series of activities, participants learn how the *share* and *support* Key Principles help meet personal needs. Exercises include:

- Video examples; "What Would You Say" exercises.
- A debate over which Basic Belief is best supported by *sharing* thoughts, feelings, and rationale.
- Role play and analysis of a *support* situation.
- Part two of the team knowledge test.

Interaction Guidelines and Summary: Learners review Interaction Guidelines for meeting practical needs and an on-the-job Key Principles reminder calendar.

VIDEO SEGMENT SUMMARIES

- Fast-paced video scenes illustrate the wide variety of interactions that can occur on the job.
- Vignettes show how the Esteem, Empathy, and Involvement Key Principles meet personal needs during interactions.
- A series of scenes illustrate how the Share and Support Key Principles meet personal needs during interactions.

COURSE DETAILS

- **Target audience:** All employees through frontline leaders.
- **Course length:** 3 hours, 25 minutes, or 2 hours, 5 minutes Fast Track.



- **Facilitator certification:** DDI-certified facilitator required.
- **Prerequisites:** None.
- **Series:** Suitable for all environments.
- **Group size:** 10 to 20 people.
- **Pework:** No.

RELATED COURSES

- Feedback Fundamentals
- Essentials of Leadership
- Social Intelligence: Powerful People Skills for Senior LeadersSM