



MASTERING INTERACTION SKILLS

COURSE OVERVIEW

So Refreshing: Learners build an analogy between skill practicing and an amusement park water ride. They watch a video depicting leaders who effectively use the Interaction Process skills and note those that might help them in their own discussion. The remainder of the course is self-directed, as teams follow instructions on cards and move their game pieces along a “water ride” game board.

LEARNING OBJECTIVE

- **IM Riding the Waves:** Teams do three skill practices based on situations identified as part of their pre-work. Each leader gives details about the situation and his or her planned approach, receiving input from their teammates. The leader conducts the discussion with a partner, and the observer provides feedback.
- **Rock the Raft:** Learners use the same situations to conduct three role-reversal skill practices in which the leader becomes the partner. They discuss more challenges that might arise and choose one to incorporate. They help each other plan for the challenges using the *IM SM* skills and techniques.
- **Back at the Dock:** Learners create a plan to ensure realization of their efforts in the workplace by committing to follow up with a colleague from the session or with their manager.

VIDEO SEGMENT SUMMARIES

- An abbreviated positive model demonstrates the effective use of Interaction Guidelines.
- A montage shows leaders effectively using Key Principles in various leadership situations