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# PEOPLE SKILLS

## A Strategy for Achieving Results

Two Day Workshop

***You probably weren't born with it.  
They don't teach it in most schools.  
It's one of the most powerful tools for success.  
It's people skills.***



The development of quality relationships is as important to success as the development of technical skills. The challenge most organisations face is not that people are unable to do their jobs. The challenge is that people often do not get along with each other. People problems waste time and energy and negatively impact profitability.

Every individual is capable of contributing to a productive relationship, and every individual is capable of creating conflict. When people are not aware of how others perceive them or of their impact on others, it becomes difficult for both the individual and the team to realise their potential for success.

*"The US Chamber of Commerce reports that 85-90% of all training dollars spent are on technical skills training. Yet, line managers report that 87-95% of all problems that they face are not technical but people problems."*

To succeed in today's collaborative work environment, organisations need to cultivate productive and satisfying work relationships. The People Skills program provides strategies that enable individuals to work successfully together while utilising the strengths of individual differences. Most importantly, People Skills emphasises the importance of building trust, respect and commitment to common goals.

### MAKE PEOPLE SKILLS YOUR STRATEGY FOR SUCCESS...

Attend our two day People Skills program and you will:

- Learn how to build upon your strengths to become more flexible and adaptable.
- Understand the strengths and needs of others.
- Learn how to tap into the knowledge and skills of others, especially people whom you have a difficult time getting along with.
- Develop specific, practical skills that are easy to learn and apply.
- Improve communication skills by working with real-life situations.
- Learn how to create an environment in which people motivate themselves.
- Discover techniques for responding to conflict and creating a win-win.
- Establish a foundation for leadership and teamwork.

More over...

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### MODULE 1: TEAMS AND RELATIONSHIPS THAT WORK

You will discover the link between teams, relationships and results. Then you'll explore the differences in individual behaviour and the importance of balancing technical skills and people skills.

- Realise why growth and discovery only occur outside the comfort zone
- Understand the critical success factors of high performance teams

### MODULE 2: BEHAVIOUR AND RESULTS

You will use the Behaviour Style Profile to identify your preferred behaviour tendencies. Materials and activities will allow you to clarify, validate and fully understand all four specific behaviour styles.

- Discover how understanding behaviour styles can improve relationships and team performance
- Identify your behaviour style preference using the Behaviour Style Profile

### MODULE 3: SHORTCUTS TO READING BEHAVIOUR

Shortcut clues will allow you to develop new observation skills for accurately identifying and understanding behaviour. The As Others See Me profile will give you feedback on the impact of your particular behaviour style and why you need to be able to make style adjustments.

- Practice "reading" behaviour styles and how to adapt to the clues you observe
- Receive feedback from others in the workshop on how they perceive your behaviour patterns

### MODULE 4: MOTIVATING PEOPLE TO ACTION

You will discover the relationship, motivation and performance outcomes of meeting or denying style needs. Then you will learn to use a style-based Quick Reference Guide for instant application.

- Identify "telltale" flag words that reveal the energy that needs to be responded to
- Find the answer to any behaviour style question in less than 3 seconds

### MODULE 5: TENSION-REACTION BEHAVIOUR

Understand how different styles react to stress and tension and how these reactions lead to deteriorated work relationships and reduced organisational effectiveness. Then you'll focus on solutions for minimising or even reversing Tension-Reaction behaviours.

- Discover the link between style need deprivation and poor job performance
- Realise the options available for exerting control over tension

### MODULE 6: DEVELOPING STYLE FLEXIBILITY

This module focuses on the choice of personal flexibility. You'll learn practical options for flexing your behaviour to meet style needs and maximise organisational performance.

- Observe demonstrations of flexibility between various styles
- Learn to modify your impact appropriately to meet others needs and achieve win-win outcomes

### APPLICATION OF PEOPLE SKILLS

You will create a personal case study and begin moving directly into action plans and immediate implementation.



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