# BUILDING RELATIONSHIP VERSATILITY: SOCIAL STYLES AT WORK

In every organization, there is a hidden diversity – the diversity of Social Styles. Leveraging Social Style differences can lead to more effective collaboration, productive relationships, and greater productivity and business results. Recognizing others' work preferences and adjusting to them allows for more efficient communication, and the persuasive ability to influence others. Improving versatility reduces tension in relationships and enables people to focus efficiently on the task and work to be done.

Building Relationship Versatility: Social Styles at Work (BRV) is built around a 4-quadrant Social Styles matrix. After being profiled, participants get assigned a Social Style, an interpersonal versatility rating, and specific versatility behaviors. During the workshop they learn how to identify others' Social Styles and based on understanding of their own and others' style, learn to modify their own behaviors to communicate more easily and effectively with others.

The Social Styles Model
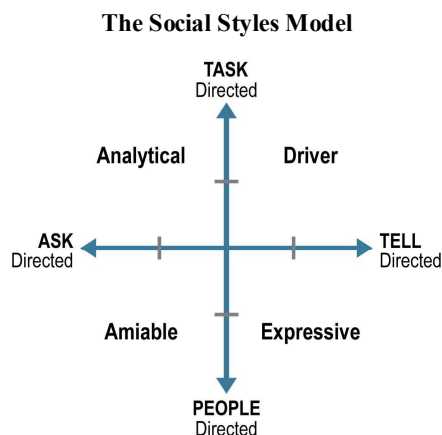
VALUE PROPOSITION

BRV provides participants with results-oriented versatility skills that help them to improve their ability to work effectively with others. Individuals are better able to build productive relationships, handle conflict and create more focused and productive teams.

Implemented as a flexible and integrated Human Performance Improvement (HPI) solution, *Building Relationship Versatility* offers practical skills and tools to help both managers and individual contributors.

APPROACH

Wilson Learning believes that learning must be transferred to day-to-day work practices. To achieve this, *Building Relationship Versatility* includes components and activities that enhance:

Participant Readiness: Prepares participants and managers for the overall learning experience

- Pre-workshop communication sets the context for learning.

Learning Design: Embeds practice and use of new skills in the learning design; the learning can be *flexibly delivered* as a:

- Two-day, face-to-face, application-oriented workshop
- Six distinct but sequential modules delivered over non-consecutive days to allow application between sessions

BRV, as a workshop component, can be taught by a Wilson Learning facilitator or by an organization's own leader-trained, certificated in-house professional.

Organizational Alignment: Ensures that the organization supports the use of the new skills

- Post-learning reinforcement activities (optional) for both the manager and participant support skill application and implementation.

As a result of this integrated approach, participants will continue to apply the skills and tools learned in *Building Relationship Versatility* long after the learning event is completed.

BRV has six integrated learning modules:

OUTCOMES BY MODULE

Modules: Key Learnings Are...	Participants Will...
The Business of Versatility How to define the importance of Versatility and the benefits it can have on work.	Recognize the importance of Versatility in personal and business success. Learn an approach for increasing effectiveness with others at work.
Identify Style How to "read" the behavior of different people in order to accurately identify their social style. How to recognize the effect of one's own style on others' behavior.	Be able to accurately determine others' Social Styles and be able to approach them in the most appropriate manner.
Reflect on Style Expectations How to reflect on the expectations and preferences people of the different Social Styles have for those with whom they work and interact.	Describe the expectations and preferences for each style. Identify how these apply on the job. Find out how versatility is interpreted by others.
Modify Your Behavior How to adapt working relationships with co-workers in order to meet their style expectations and preferences.	Be able to communicate persuasively with each Social Style.
Managing Styles in Conflict How to recognize other's back-up behavior (fight /flight responses to stress). How to describe the back-up behavior of each style and manage back-up behavior effectively.	Gain skills to effectively manage conflict. Understand how and when to use various techniques to address Fight and Flight behaviors.
Mastering Versatility How to meet others' needs and expectations by modifying style behaviors. How to use specific behaviors (pace, voice, body language, focus) to display greater versatility to improve relationships and obtain better results.	Be able to adapt behavior to match others' behavior. Improve versatility to build better relationships and influence others.

ENABLING IMPROVED PERFORMANCE

Building Relationship Versatility features various performance application, reinforcement, and support tools. These additional learning components– application exercises, job aid cards, electronic reinforcement tools, performance checklists, etc.– ensure that participants can hone newly acquired skills and behaviors upon returning to work.

For further support BRV also offers on-going application information available over a Resource Connection web site with periodic updates.

MEASUREMENT

Many types of follow-up measurement options are available: interviewing guidelines for participants and managers, behavioral checklists, and the possibility of using the Social Style Profile twice (in the preparatory stage and a second time later to measure shifts in

perceived versatility). This concrete, real-world feedback motivates people to perform, and acts as a blueprint for creating individual, group, and organizational development plans.

EVALUATION

Wilson Learning will partner with your organization to measure the initial behavioral changes and business results. We have a common interest in making sure that *Building Relationship Versatility* brings the results you seek. We are committed to helping you succeed, and we will work with you to set up evaluation systems to help move desired change forward and sustain the momentum of your implementation.

This offering, *like all others from Wilson Learning*, can be customized to reflect your environment and business priorities, and integrated with your processes.

[Type a quote from the document or the summary of an interesting point. You can position the text box anywhere in the