

SOCIALSTYLESM

Introduction to SOCIAL STYLESM



Disconnect



-to interrupt; detach

Noun; a lack of
communication or
agreement

Reconnect



(verb)- to have or establish successful communication, make contact

Communication



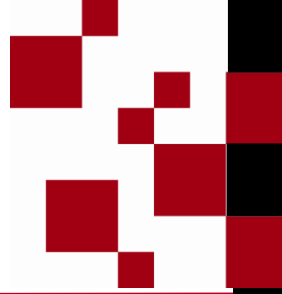
the imparting or
interchange of thoughts,
opinions, or information
by speech, writing or
signs

Learning Objectives

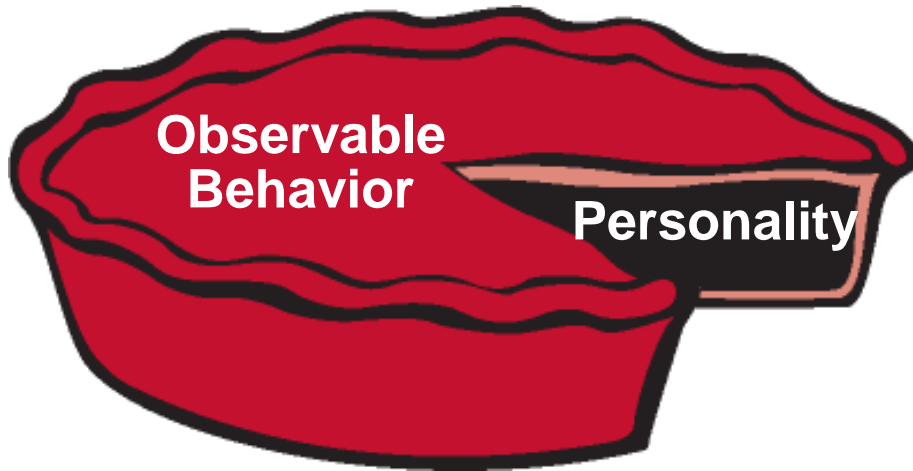


- **Understand how others view your behavior.**
- **Understand why you find some relationships more productive than others.**
- **Develop insight about your behavioral strengths and behavioral weaknesses.**
- **Make reliable assessments about another person's behavior.**
- **Develop a way of communicating with others that considers their behavioral needs and preferences.**
- **Build on your strengths and the strengths of others to develop productive relationships.**

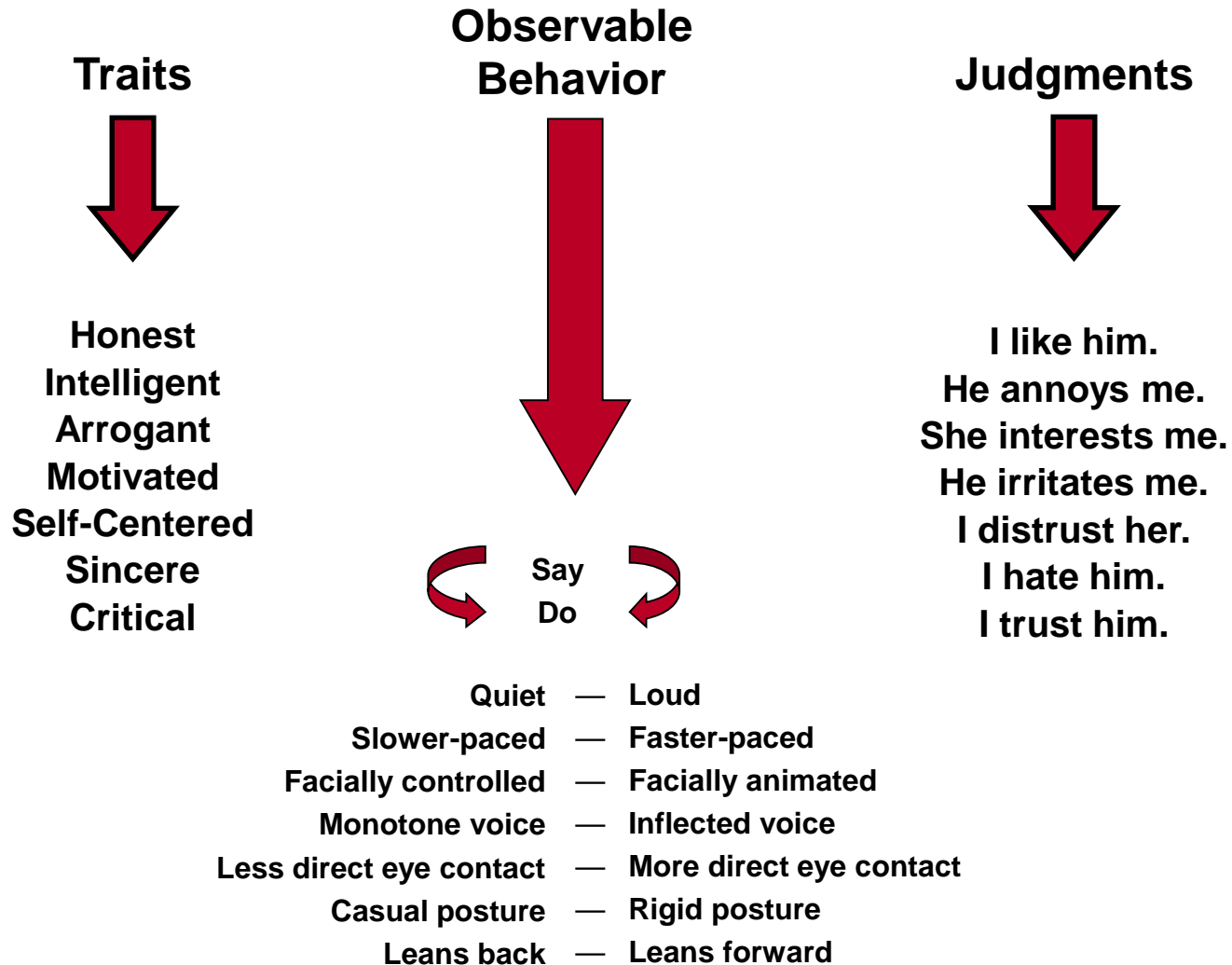
Personality Pie



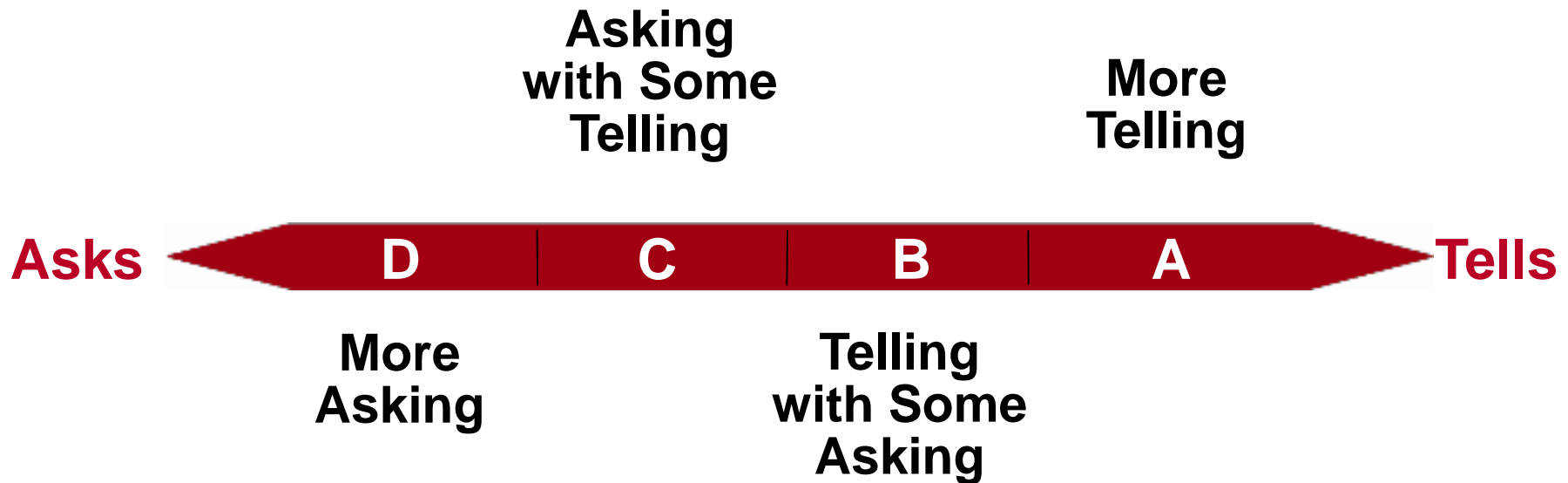
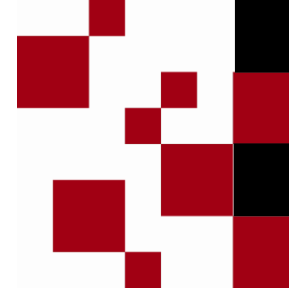
- **Behavior** — What you say (verbal) and do (non-verbal)
- **Interpersonal Behavior** — What you say and do when interacting with one or more people
- **SOCIAL STYLE** — A particular pattern of actions that others can observe and agree upon for describing one's behavior
- **Personality** — The combination of ideas, values, hopes, dreams, attitudes, abilities, as well as the behavior that others can observe that encompasses everything a person is



Observable Behaviors

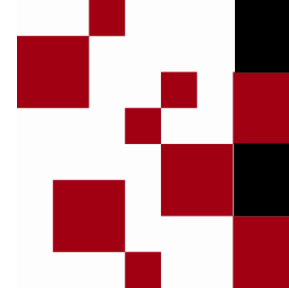


Assertiveness



A dimension of behavior that measures the degree to which others perceive a person as tending to ask or tell in interactions with others.

Assertive Behaviors



“Say” - Verbal Behaviors

Ask Assertive

Tell Assertive

Slower ... Pace of Speech ... Faster

Less ... Quantity of Speech ... More

Quieter ... Volume of Speech ... Louder

Asks

Tells

Relaxed ... Use of Hands ... Directive

Lean Back ... Body Posture ... Lean Forward

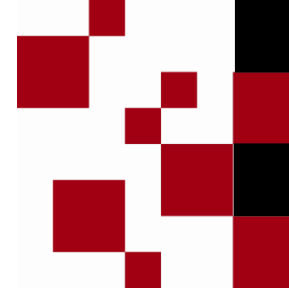
Less Direct ... Eye Contact ... More Direct

Ask Assertive

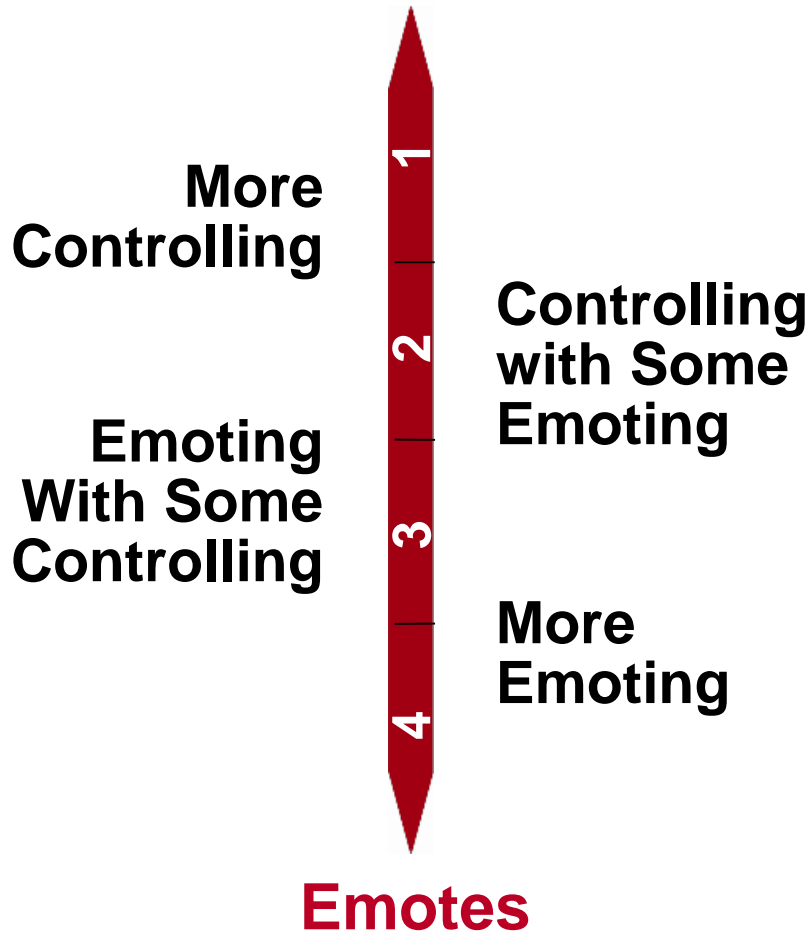
Tell Assertive

“Do” - Non-Verbal Behaviors

Responsiveness

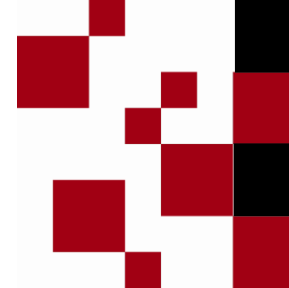


Controls



A dimension of behavior that measures the degree to which others perceive a person as tending to control or display his or her feelings and emotions when interacting.

Responsive Behaviors



Verbal Behaviors

More Controlling

<i>Monotone</i>	<i>Task</i>	<i>Facts/Data</i>
⋮	⋮	⋮
<i>Emotion in Voice</i>	<i>Subjects of Speech</i>	<i>Form of Descriptives</i>
⋮	⋮	⋮
<i>Inflection</i>	<i>People</i>	<i>Opinions/Stories</i>

More Emoting

Non-Verbal Behaviors

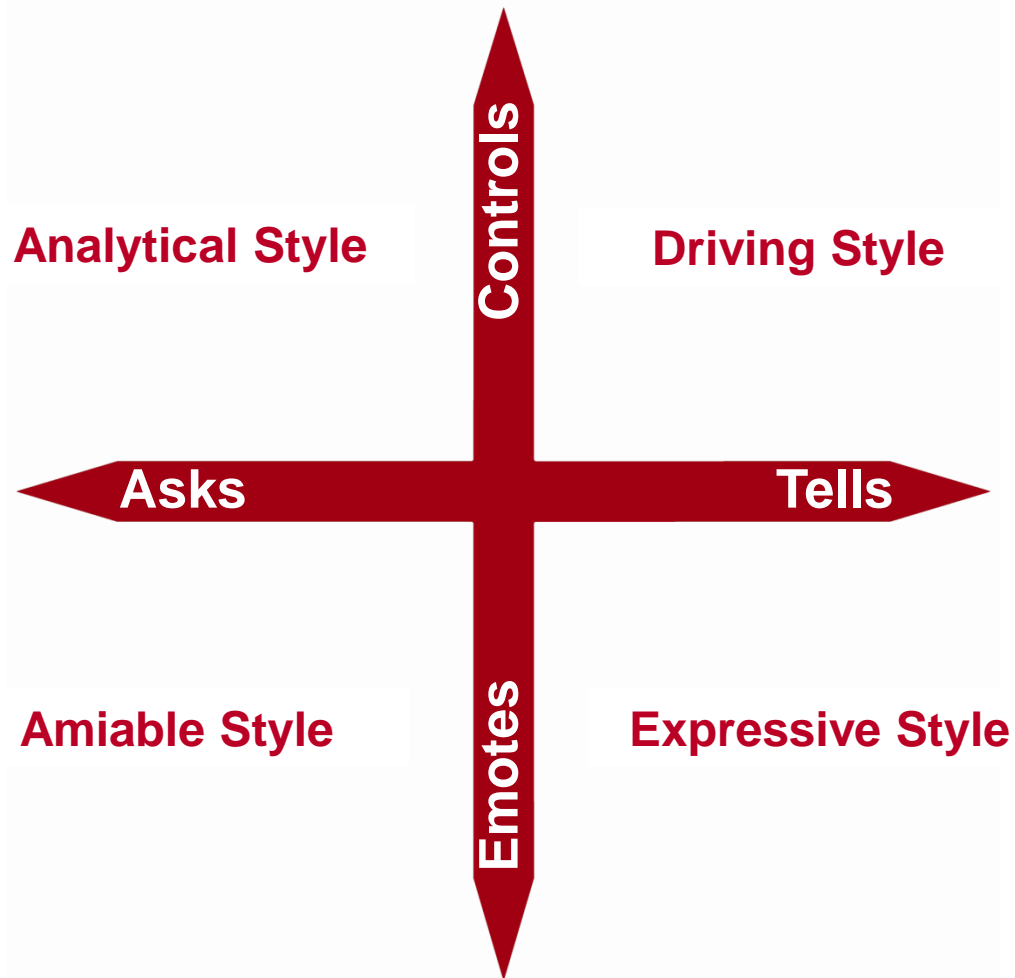
More Controlling

<i>Less</i>	<i>Rigid</i>	<i>Controlled</i>
⋮	⋮	⋮
<i>Use of Hands</i>	<i>Body Posture</i>	<i>Facial Expression</i>
⋮	⋮	⋮
<i>More</i>	<i>Casual</i>	<i>Animated</i>

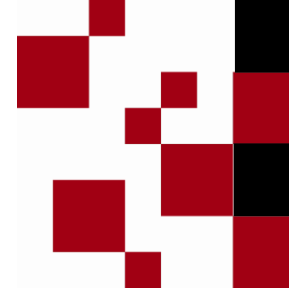
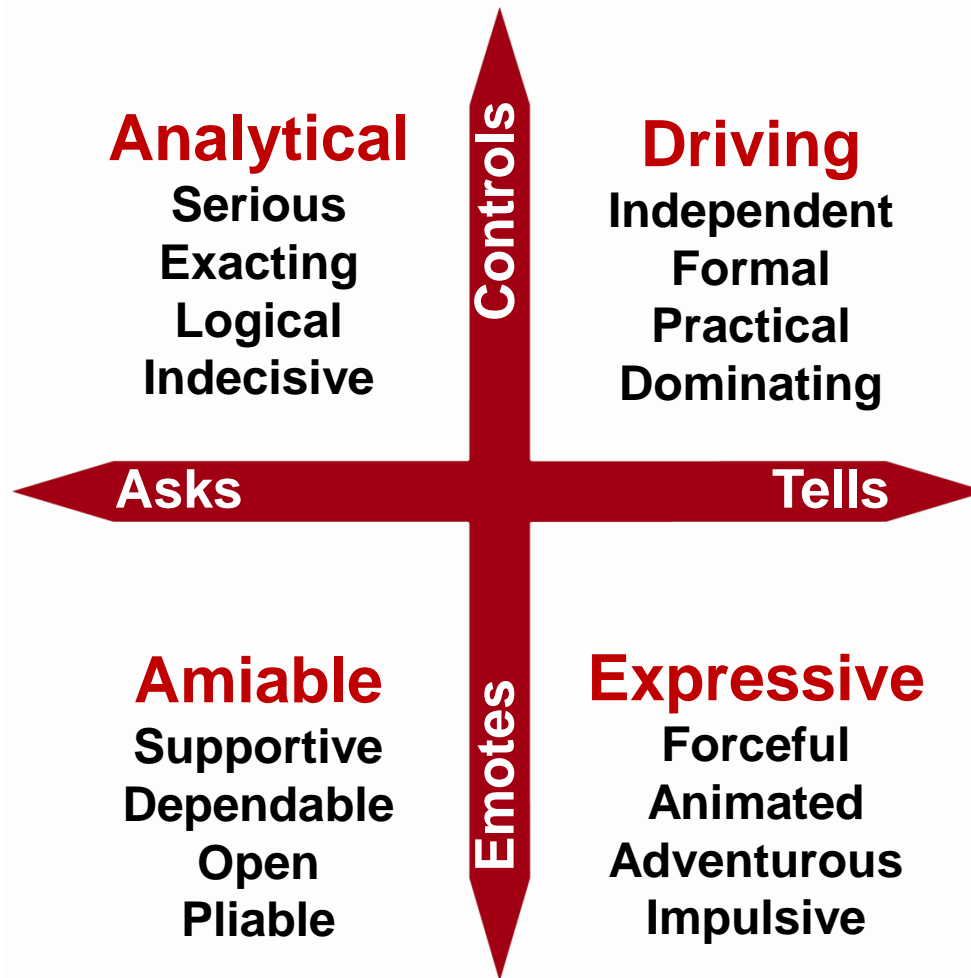
More Emoting

Controls
Emotes

SOCIAL STYLE MODEL



SOCIAL STYLE MODEL

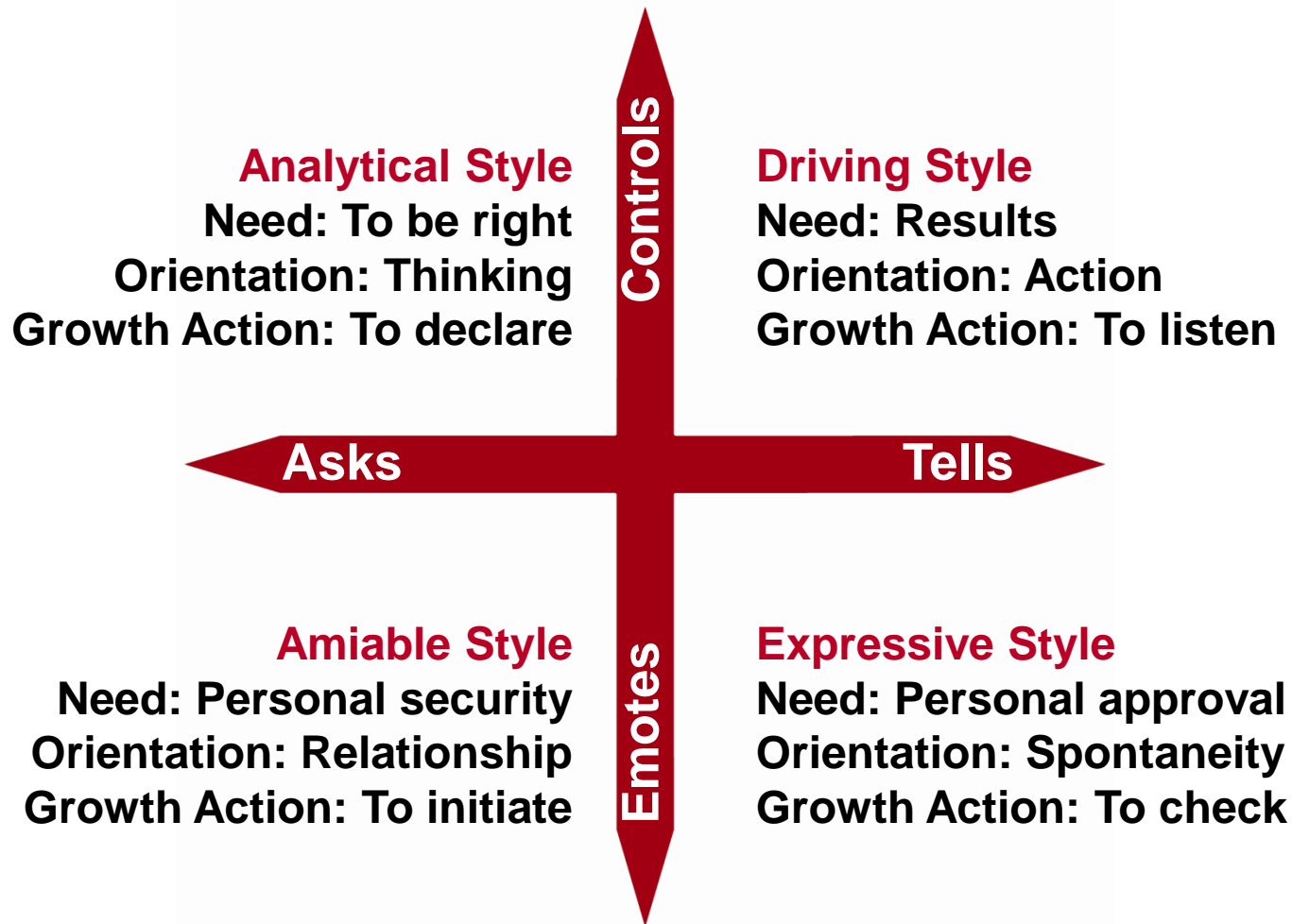


Need, Orientation, and Growth Action



- **Style Need** – The general goal of each Style, indicated by the observed behaviors associated with that particular style.
- **Style Orientation** – The typical/observed behavior of each SOCIAL STYLE, used to obtain the Style need.
- **Style Growth Action** – Those behaviors that are infrequently used in favor of the preferred behaviors of each Style; viewed by others as the greatest weakness of that particular Style. Not taking our Style growth action can lead to unproductive interpersonal relationships.

Key Characteristics

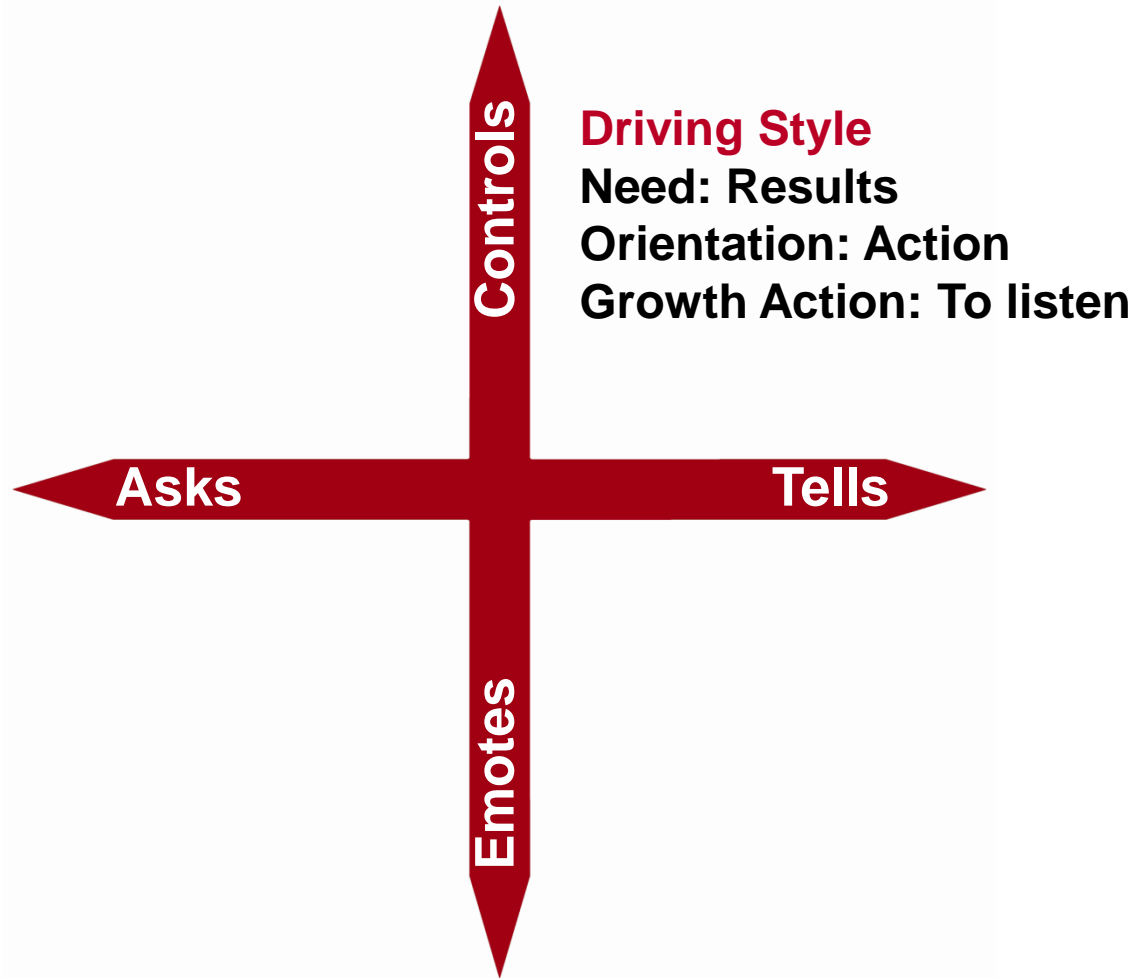
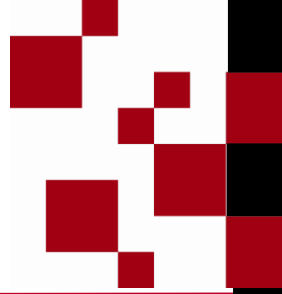


Key Points

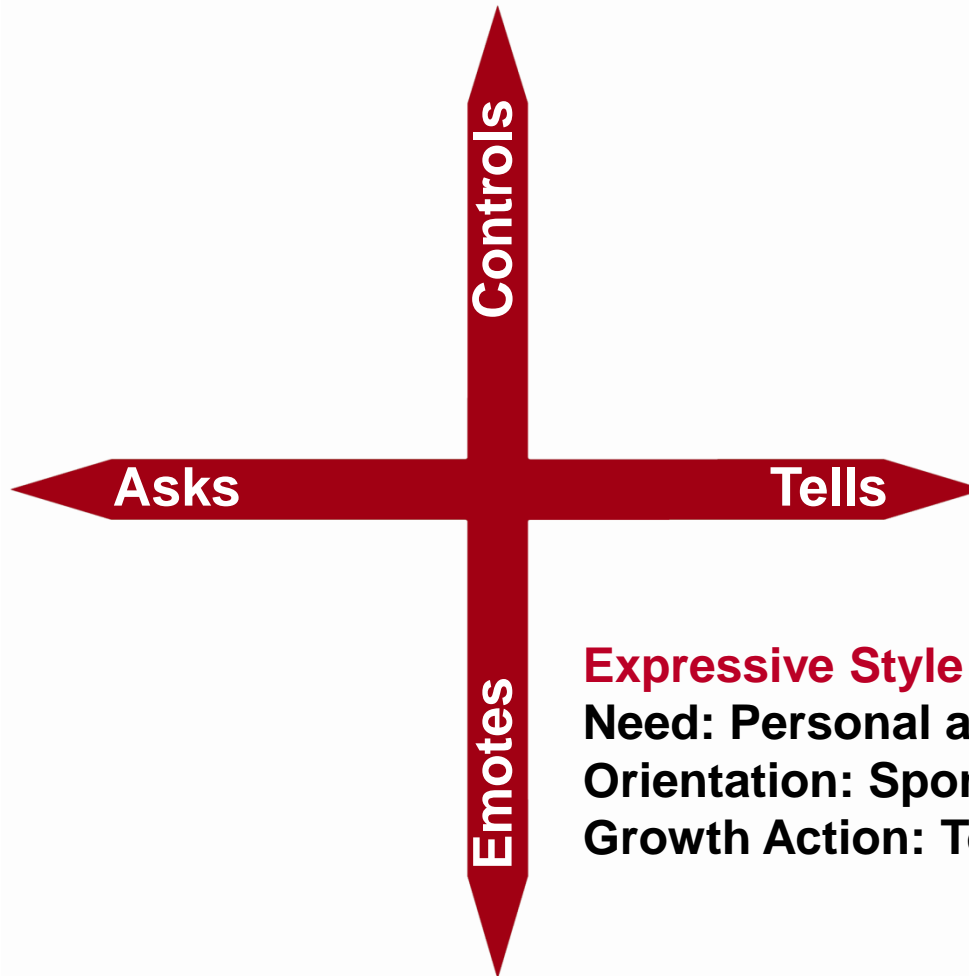


- SOCIAL STYLE is not the same thing as personality.
- SOCIAL STYLE refers only to surface behavior — a person's observable actions.
- SOCIAL STYLE is not an absolute. It is, instead, a matter of degree.
- Most people behave in a way that will reflect one Style most of the time.
- There is no “best” Style.

Driving



Expressive



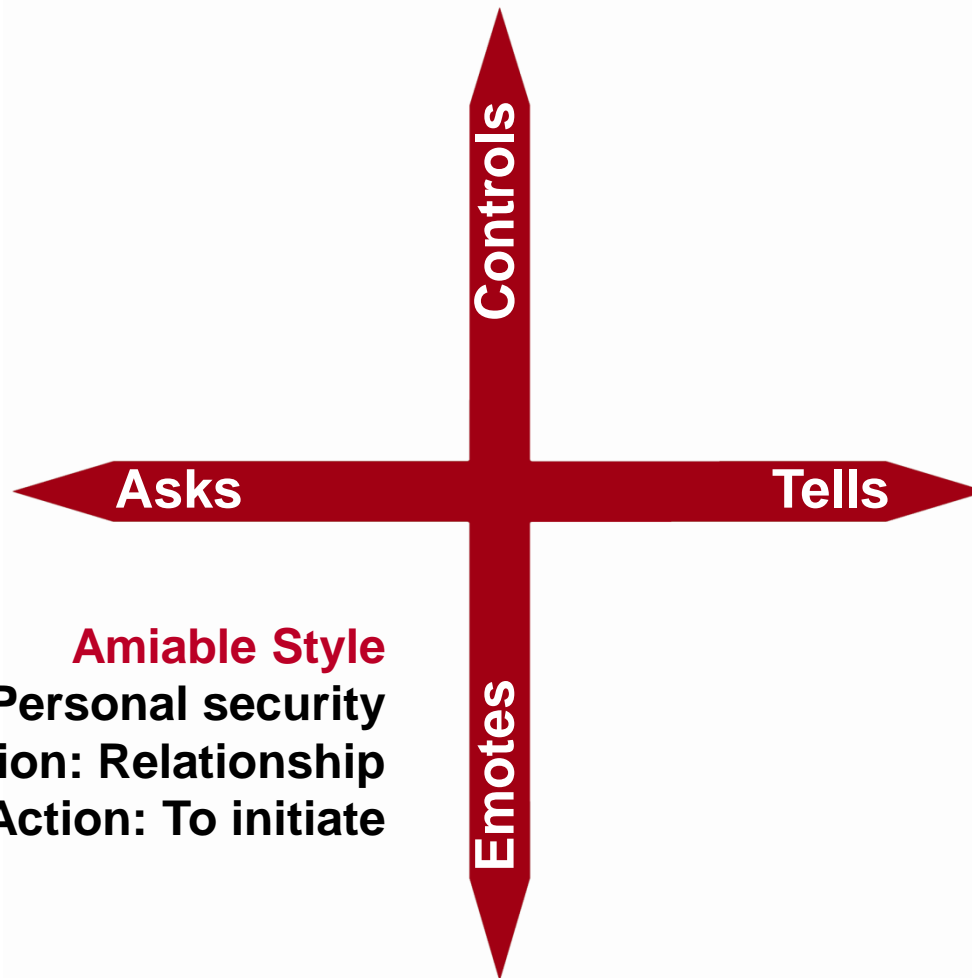
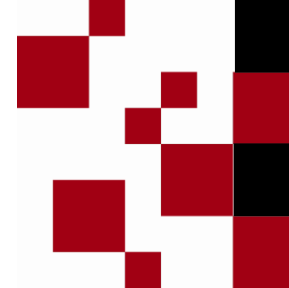
Expressive Style

Need: Personal approval

Orientation: Spontaneity

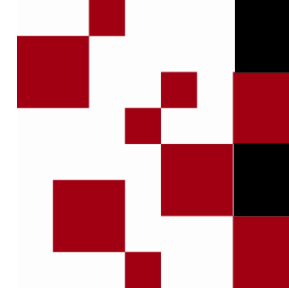
Growth Action: To check

Amiable

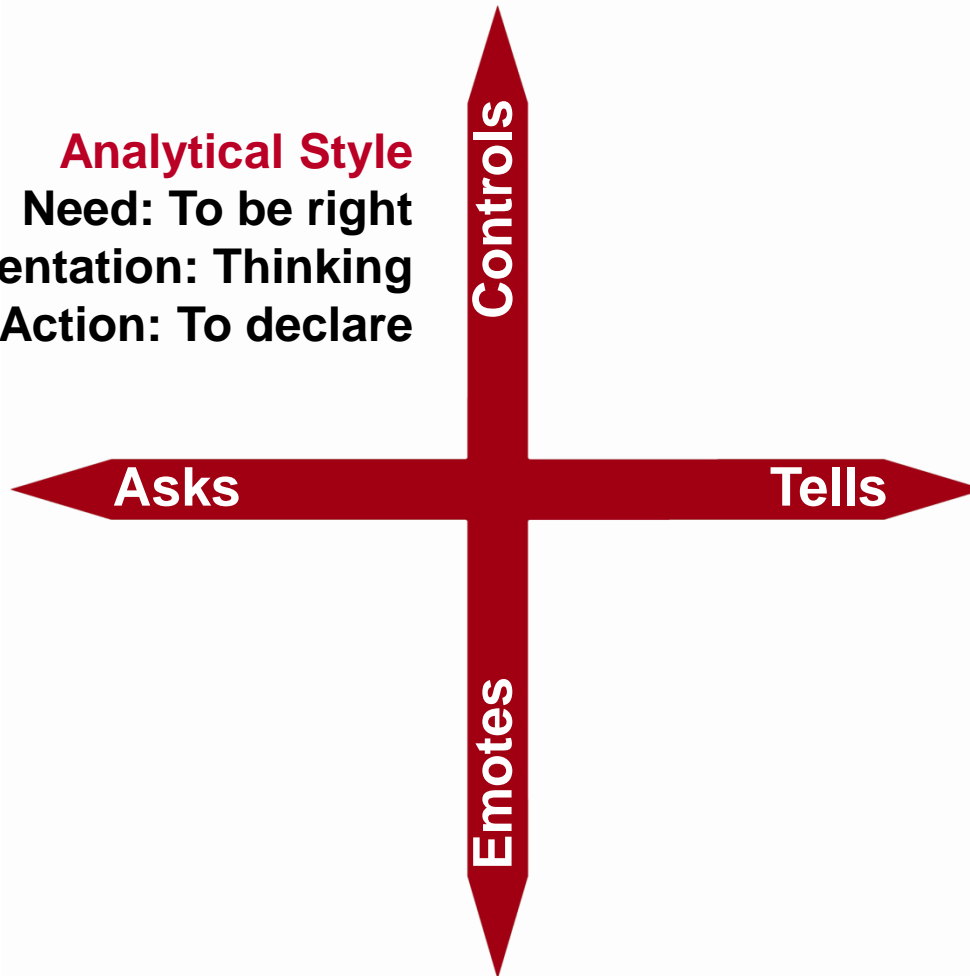


Amiable Style
Need: Personal security
Orientation: Relationship
Growth Action: To initiate

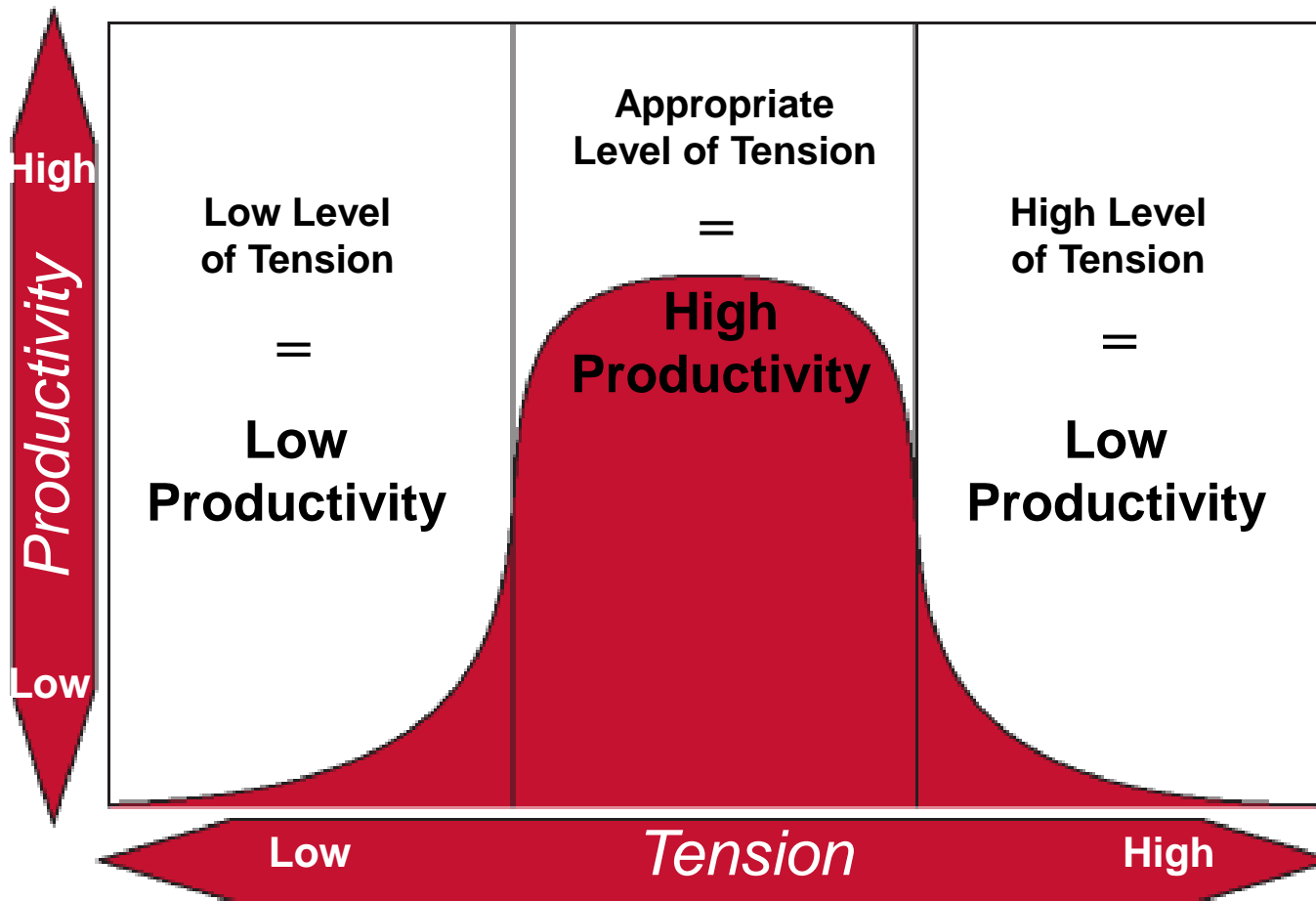
Analytical



Analytical Style
Need: To be right
Orientation: Thinking
Growth Action: To declare

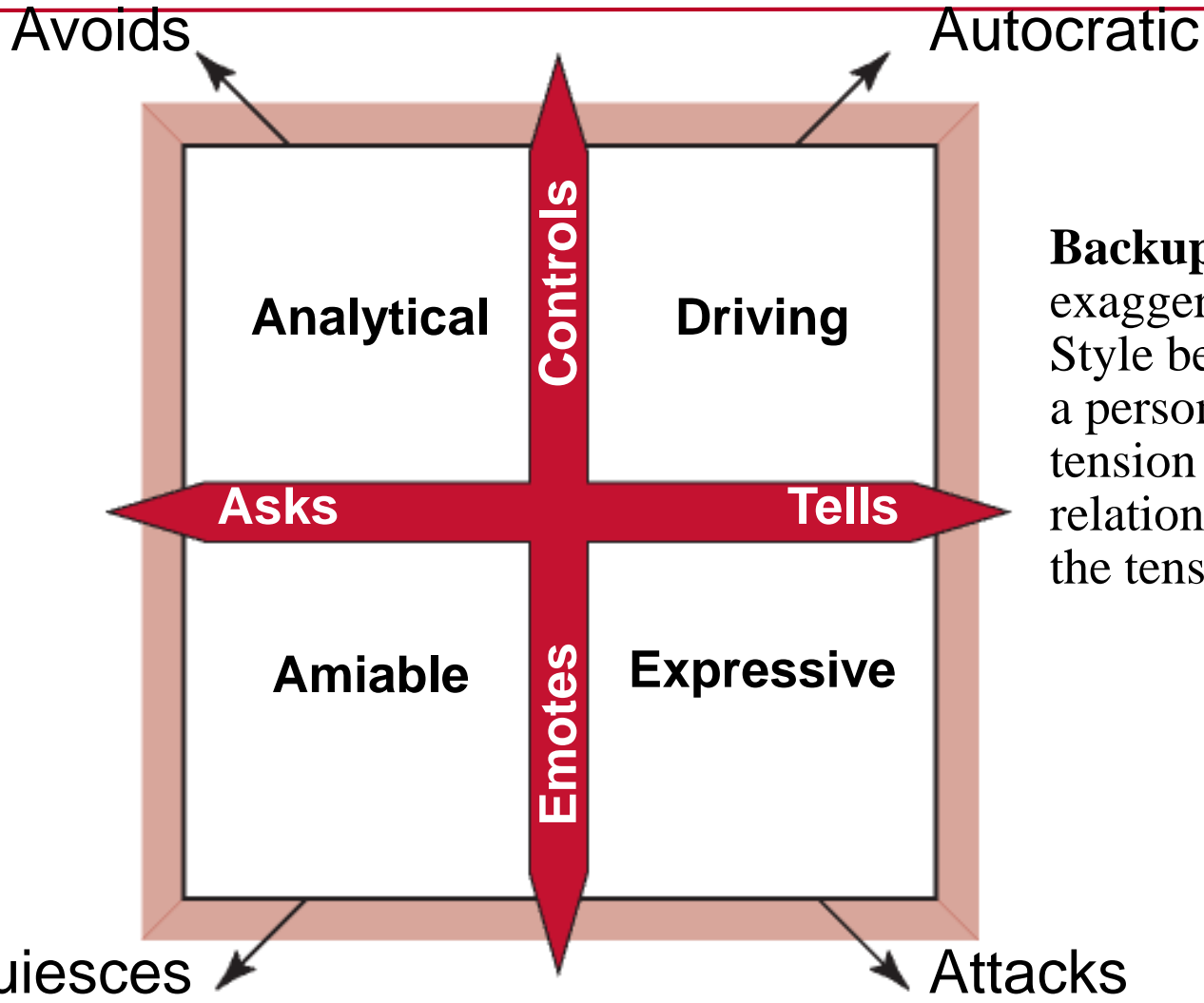
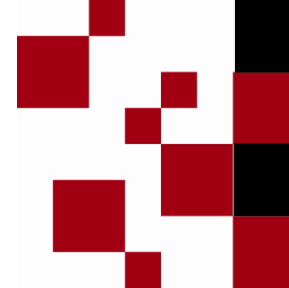


Tension Productivity Model



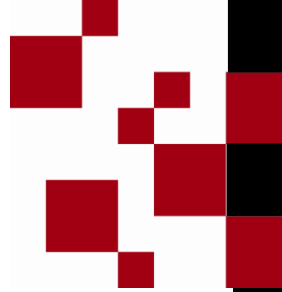
Tension —
A force
which
stimulates
activity.

Backup Behavior



Backup Behavior — An exaggerated form of Style behaviors used by a person to reduce tension within the relationship that caused the tension.

Tips for Dealing with Backup Behavior



Driving = Autocratic	Show this Style how you can help them achieve the results or goals they are committed to achieving.
Expressive = Attacks	Listen sympathetically, without evaluating or defending. Accept the emotion expressed without getting involved or committed by it.
Amiable = Acquiesces	Encourage this Style to feel safe in becoming involved again and initiating points of view. Invite him or her to offer constructive criticism.
Analytical = Avoids	Emphasize/reinforce the value of their facts and data. Avoid focusing on personalities or emotional issues, and ask to compare their facts with yours in a non-confrontational manner.

Versatility

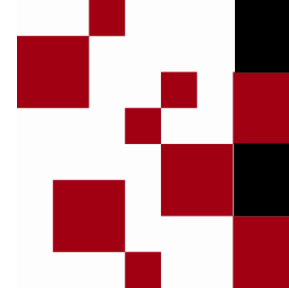


Learning Objectives

In this module, you will learn to:

- Define Versatility.
- Understand the impact of Versatility on interpersonal relationships.
- Identify the four sources of Versatility.

Versatility



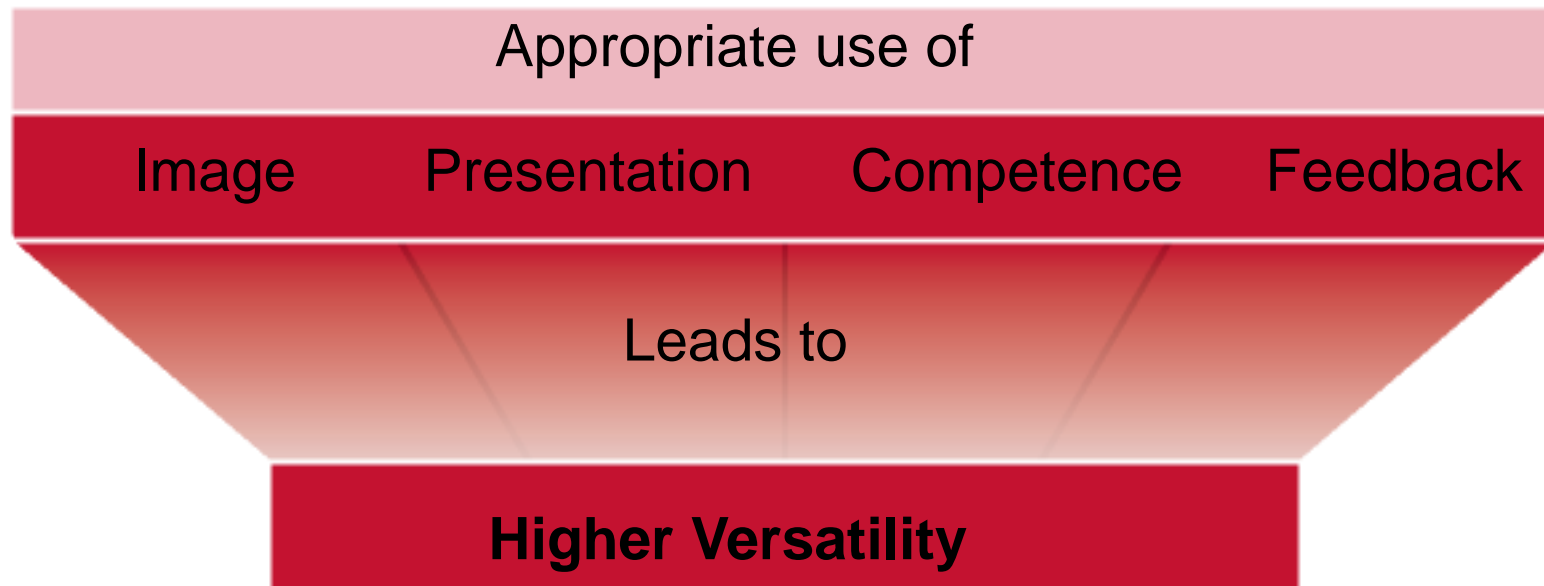
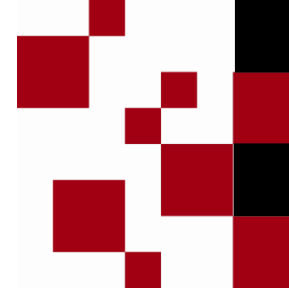
Behaviors Seen as
Focusing on
My Tension

Behaviors Seen as
Focusing on
Others' Tension

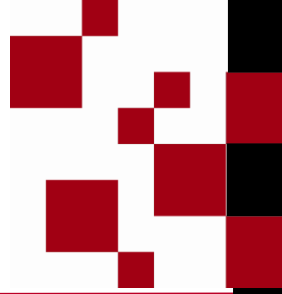


Versatility is a measure of interpersonal effectiveness when working with others.

Four Sources of Versatility



Versatility



Focus of Concern



My
Tension

Others'
Tension

Versatility Profile



Learning Objectives

In this module, you will learn to:

- Develop an understanding of your Versatility score.
- Determine how your Versatility impacts your relationships with others.
- Identify the four steps for interpersonal effectiveness.

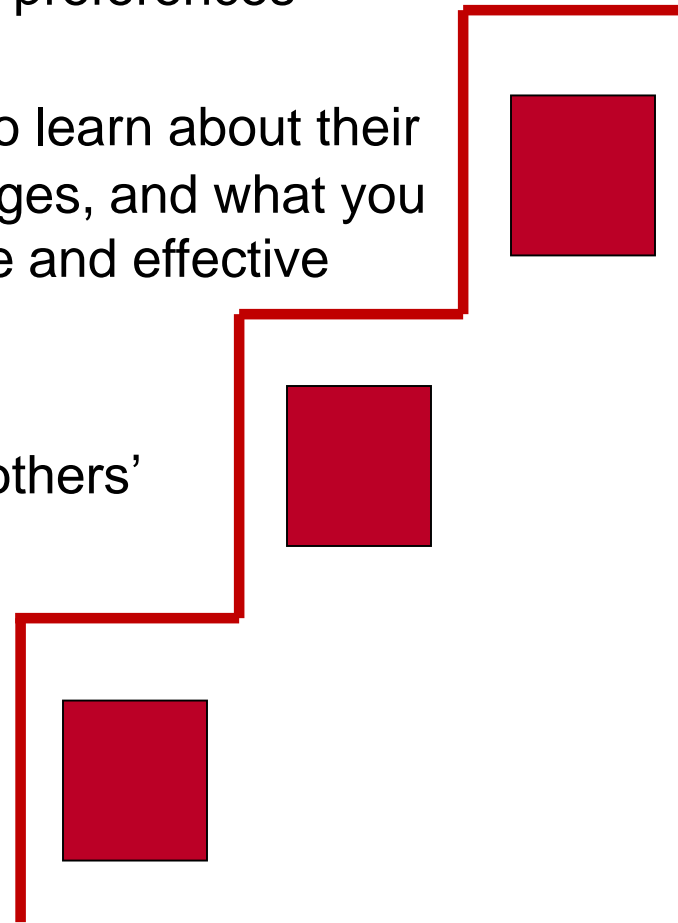
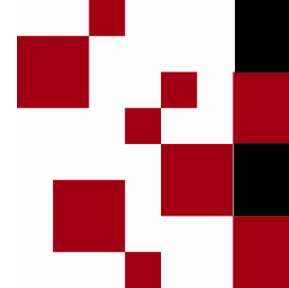
Increasing Interpersonal Effectiveness

Do Something for Others: Once you know what makes another person comfortable, try to accommodate his/her preferences

Know Others: Observe others' behaviors to learn about their tension levels, how they respond to your messages, and what you can do to make the interaction more comfortable and effective

Control Yourself: Learn to be tolerant of others' behavior without becoming tense

Know Yourself: Know the impression you make on others, how your behavioral preferences can cause tension for others



Style Forum

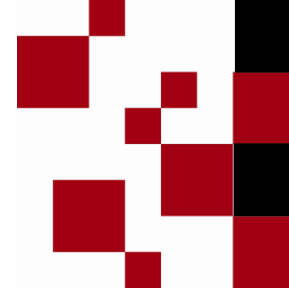


- **Work with your Style group to answer:**
 - What do you want the world to know about your Style?
 - What “words of wisdom” would help others to work more effectively with you?
 - What do you need from others to enhance your interpersonal relationships?
 - Fill in the Blank: When working with people of our Style, here’s the key thing to remember: _____

- **Nominate a spokesperson to present your information.**

- **Answer “burning questions” of other Style groups.**

Six Best Practices for Observing Others' Style



1. Avoid trying to define a Style too quickly.	If you force Style identification too quickly, you might create a self-fulfilling prophecy. Use a suspended reaction to confirm the validity of observations. Avoid taking sides in an interaction: hang back, get out of the picture as much as possible.
2. Get out of the way.	Don't let your feelings interfere. Concentrate on how the other person is acting. Give people a "second chance" to display more behavior.
3. Avoid early "good," "bad," or "why" judgments.	Describe a person's actions objectively, in a way that others can readily agree. For example, the observation that "Charlie sat quietly during the meeting and had an expressionless face" can quickly be verified or denied.
4. Separate Style clues from assigned authority or role.	Conclusions based on a person's role are not necessarily true (e.g., all competitive football players have a Driving Style).
5. Observe others under moderate stress to clarify their Style.	Watch people "snap back" to old habits when the situation is uncomfortable, and you will be able to make a more accurate observation.
6. Set the stage for the person being observed.	If someone is busy reacting to you and your Style, you will find it very difficult to observe that person's Style. Thus, you must give the other person a chance to show his/her Style by effectively allowing them to be themselves.

Next Steps and Key Learning



- Share your SOCIAL STYLE with your colleagues and ask them for insights.
- Predict probable future behavior of your colleagues.
- Look for two behavioral dimensions: Assertiveness and Responsiveness.
- Take steps to meet your colleagues' SOCIAL STYLE needs as you interact with them.

Free Access: SOCIAL STYLE Navigator®

Having completed your training, you now have *free* and *unlimited* access to **SOCIAL STYLE Navigator**, the on-demand micro-learning tool that helps you apply Style and Versatility concepts in the workplace.



SOCIAL STYLE Navigator includes:

SOCIAL STYLE Advisor

Use Advisor topics to prepare “just-in-time” for meetings, negotiations or sales presentations with advice on navigating Style and Versatility best practices to maximize high-performing relationships.

SOCIAL STYLE Estimator

The Estimator survey provides users with an interactive tool that evaluates observable behavior in others to determine their Style and helps you plan ahead for successful interactions.

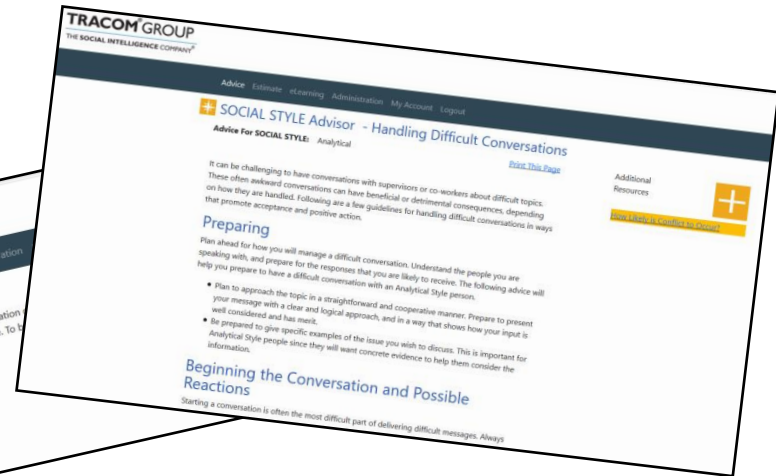
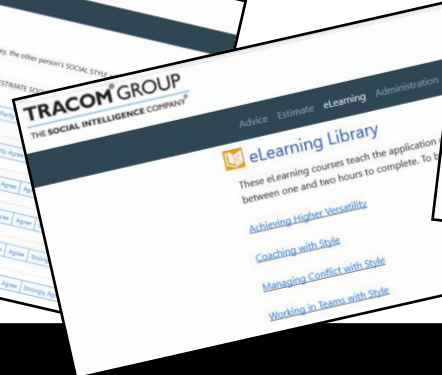
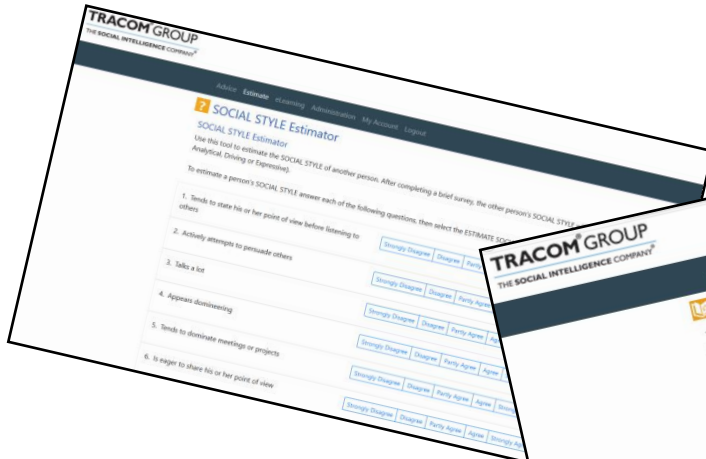
eLearning modules

Continue your learning journey via micro-learning that reinforces ways to apply **SOCIAL STYLE** and Versatility to Working in Teams, Coaching, Managing Conflict and Achieving Higher Versatility.

Your Ongoing Micro-Learning (paper learners only)

For Learners who completed paper-based surveys:

- Go to www.socialstylenavigator.com
- Register with your email address and subscription code **_2354-37AA__** for **FREE, UNLIMITED** access to **SOCIAL STYLE Navigator®**





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