



Competencies that are addressed:

PRIMARY COMPETENCY CATEGORIES:

- **Interpersonal Skills—**

Displays a consistent ability to build solid relationships of trust and respect inside and outside of the organization.

- **Teamwork—**

Organizes work tasks, people, and resources to deliver most effectively on organization goals.

- **Adaptability—**

Open-minded to new ideas. Demonstrates flexibility when faced with changes in work expectations and environment. Responds to situations while maintaining a positive attitude.

RELATED COMPETENCY CATEGORIES:

- **Diversity—**

Appreciates and leverages capabilities, insights, and ideas across a group of individuals diverse in culture, style, ability, and drive.

- **Influence—**

Consistently directs situations and inspires people for an all-win environment.

- **Communication—**

Advances the abilities of individuals and the organization through active listening supported with meaningful oral and written presentation of information.

Interpersonal Competence: Best Practices

SUMMARY

In this module, you analyze ways you can be more productive and professional in your work relationships. Starting with a broad view of areas where you could improve your interaction with others, you will commit to specific actions with timetables for making our professional relationships stronger.

CONTEXT

Our career success depends to a large extent on the trusting, dynamic relationships that you build at every stage of your professional development. By taking a strategic approach to strengthening key relationships, you give yourselves the best opportunity to make strong, lasting connections with influential individuals. These connections help you to have successful outcomes in current situations and lay the groundwork for future career growth and opportunity.

At the completion of this module, participants will be able to:

- Examine opportunities for positively impacting professional relationships
- Define principles for changing their own behavior to enhance relationships
- Commit to timetables for personal change and relationship improvements

“The meeting of two personalities is like the contact of two chemical substances: if there is any reaction, both are transformed.”

—Carl Jung