

Soft-Train®



*At Soft-Train
Technology Works*

Building People Styles at Work (2 Days) ST00130

COURSE GOAL: To gain an understanding of behavior styles in the work environment and be able to use this knowledge to improve workplace relationships.

PREREQUISITES: None.

LEARNING OBJECTIVES:

Upon completion of this course the student will be able to:

- Understand their own behavior styles, as well as those of others.
- Improve workplace relationships by adjusting their approach to others based on behavior styles.

KEY TOPICS:

I. Understanding Yourself and Others

- A. No Wonder We Have People Problems
- B. People Are More Predictable than You Might Think
- C. What's Your Style?
- D. Two Keys to Understanding People
- E. See Yourself as Others See You
- F. The Driving Style and the Expressive Style
- G. The Amiable Style and the Analytical Style
- H. Make the Most of Your Gifts
- I. Backup Styles: Extreme, Inappropriate, and Inflexible Behavior
- J. Coping with Backup Behavior

II. Style Flex: A Key to Improved Relationships

- A. The Style Flex Solution to People Differences
- B. Four Steps to Better Relationships
- C. How to Identify Someone's Style
- D. Flexing in Special Situations
- E. Three Keys to Good Relationships

III. People

- A. The Art of Loving Someone Very Different from Yourself
- B. For Amiables: How to Flex to Each Style

C. For Drivers: How to Flex to Each Style

D. For Expressives: How to Flex to Each Style

E. For Analyticals: How to Flex to Each Style