

## IMPROVING RELATIONSHIPS WITH OTHERS

Use this activity below to get a deeper understanding of someone else's preferences and interpersonal style and use that information to focus on how you can act and communicate in a way that will improve your interactions with that person.

### EXERCISE:

Name of someone you relate to: \_\_\_\_\_

Focus on this person when you answer the questions below. Print out additional pages if you would like to improve more relationships.

### What kind of interpersonal style does the person display?

In your opinion, how much does the person appear to display the listed behaviors? Select a score of 1 to 5 where 1 = never seen it, 3 = sometimes see this, 5 = see this very often.

BEHAVIOR	DESCRIPTION	YOUR SCORE FOR THE OTHER PERSON	COMMENTS
<b>Analytical</b>	Wants to understand the process, the reasons and business case. Asks a lot of questions before agreeing on a path forward.		
<b>Careful</b>	Avoids making decisions or taking risks, needs more time to review items, does not openly shares own thoughts and concerns.		
<b>Detail-oriented</b>	Very specific about the aspects or items that he/she wants and do not want. Wants to understand the details of the implementation plan before committing to move ahead.		
<b>Enthusiastic</b>	Easily gets enthusiastic about new ideas and suggestions discussed with him/her. Often wants to move to implementation fast.		
<b>Extraverted</b>	Easily relates to others, outspoken and shares own views easily, often the in center of group discussions or social gatherings, seems to like being with people, very involved and responsive to people.		
<b>Independent</b>	Likes to consider options independently and does not like anyone trying to influence or expedite his/her decisions. Takes own time and will return to topics at a later stage when ready to take next steps.		

<b>Methodical</b>	Prefers a detailed plan and process. Wants to see all the parts, but will review each item separately with you to understand the whole from reviewing the parts.		
<b>BEHAVIOR</b>	<b>DESCRIPTION</b>	<b>YOUR SCORE FOR THE CUSTOMER</b>	<b>COMMENTS</b>
<b>Results driven</b>	Very occupied with achieving specific results. Often relates discussion to the targets that need to be delivered. Often seems impatient and may cut meetings short. Comes across as impatient at times.		
<b>Unassertive</b>	Can come across restrained. Does not talk much. Does not share reactions to your suggestions or proposals. May also be more formal than others in communication.		

When you look at the scores you selected in the previous table, ***pick the top 3 behaviors*** that you have noticed the other person display most often during time spent in this person’s company.

Use the next section to plan how you can adjust your own style to improve your interpersonal relationship with the person by aligning more to his/her preferred behavioural styles. What do you need to do more of or less of?

<b>BEHAVIOR</b>	<b>HOW CAN I IMPROVE OUR INTERPERSONAL RELATIONSHIP?</b>
<b>Analytical</b>	<b><i>Example:</i></b> Be ready to explain the background and reasons why your solutions are recommended. Share any concerns or risks openly even before being asked.
<b>Careful</b>	<b><i>Example:</i></b> Ask the person what information or additional people he/she would like to talk to gain more clarity on the topic? Let him/her reflect on the information supplied and leave behind all the supporting materials for him/her to study.

<b>Detail oriented</b>	<i><b>Example:</b> Be prepared and know your facts well. Bring additional supporting materials in case the other person has questions about related topics.</i>
<b>Enthusiastic</b>	<i><b>Example:</b> Listen and be open in posture when meeting with him/her. Be ready to move into implementation soon after the meeting.</i>
<b>BEHAVIOR</b>	<b>HOW CAN I IMPROVE OUR INTERPERSONAL RELATIONSHIP?</b>
<b>Extraverted</b>	<i><b>Example:</b> Ask questions to understand needs and views of the other person. Be willing to engage also around non work-related discussions i.e. golfing, boating etc.</i>
<b>Independent</b>	<i><b>Example:</b> Be ready with handouts and additional information about your topics of discussion and leave them with him/her. He/she may want to re-read and consider your suggestions independently.</i>
<b>Methodical</b>	<i><b>Example:</b> Explain proposed solutions in a step-by-step manner.</i>

<b>Results driven</b>	<i><b>Example:</b> Provide regular status check-ups and key metrics. Check on the satisfaction and concerns of the other person regularly.</i>
<b>Unassertive</b>	<i><b>Example:</b> Allow the other person to contribute his/her views and needs by using open-ended questions to stimulate conversation. Slow down the speed of your delivery and allow silences for him/her to respond.</i>