

## WORKING TOGETHER BETTER

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### LEARNING OBJECTIVES

WTB is a comprehensive training curriculum of 5 modular workshops that build a solid foundation of personal and interpersonal effectiveness. WTB maximizes individual performance by increasing people's ability to:

1. Understand Self
  - a. Accurately assess Personality, Relationship Style, Behavioral Style & Conflict Style
  - b. Adjust behaviors to situations instead of making situations adjust to them
  - c. Be open to giving and receiving feedback on behaviors
2. Understand and Value differences
  - a. Value individual differences
  - b. Reduce personality conflicts
  - c. Increase innovation and creativity
  - d. Determine the right things to do
3. Build work relationships
  - a. Increase trust and personal risk taking
  - b. Build Personal Networks
  - c. Build self-esteem
  - d. Clarify intentions before taking action
  - e. Deal with strong feelings
  - f. Understand and valued differences in relationship style
4. Create shared understanding on complex and emotional issue
  - a. Get everyone on the same page on critical issues
  - b. Reduce miscommunications and unproductive conflict
  - c. Understand other people's perspective on complex issues
  - d. Communicate ideas clearly and credibly
  - e. Adjust communications to different audiences
  - f. Understand and value differences in behavioral style
5. Resolve conflicts productively
  - a. Assess attitudes toward conflict
  - b. Create an action orientation for conflict resolution
  - c. Diagnose the root cause of a conflict
  - d. Develop appropriate conflict resolutions strategies
  - e. Escalating conflicts to management
  - f. Gain cooperation of others when in conflict
6. Eliminate self-defeating behaviors that limit performance
  - a. Identify Patterns of low performance in behaviors
  - b. Maximizing the motivation to change by analyzing patterns of low performance in behaviors
  - c. Replacing self-defeating behaviors with higher performing behaviors
  - d.

These abilities maximize performance in critical business processes such as planning, decision-making, problem solving, communicating, creating high performance teams, applying learning and adjusting to changing circumstances.