Improve Your Bottom Line by Improving Your Employees' Interpersonal Skills

Organizations consume a staggering amount of money, time, and wasted productivity managing interpersonal differences. Whether between employees, departments, functions, vendors, suppliers, partnerships, and alliances of all sorts, managers spend a large portion of their time managing relationships because of poor interpersonal skills that many people demonstrate.

Typically built into the productivity measurement is an unstated "lack of productivity." This is the time employees spend at the water cooler and other watering spots to express their true feelings about events that are occurring around them. These clandestine meetings happen when people do not feel comfortable confronting issues as they occur. They prefer to meet in "safe settings with safe people" to rehash issues.

The Society of Human Resource Management (SHRM) estimates that managers spend 26 percent of their time helping employees manage relationships with each other.

What if you could turn that non-productive time into productive time by improving your employees' skills in communication, conflict-resolution and change management? Think of the amount of time that can be turned into production focused on the business and your customers.

In our research, we have identified six attributes that when used consistently create an atmosphere of collaboration and trust, which improves relationships and reduces fear. The Six Partnering Attributes are:

1. Self-Disclosure and Feedback
2. Ability to Trust
3. Win/Win Orientation
4. Future Orientation
5. Comfort with Change
6. Comfort with Interdependence

How Can Interpersonal Skill-Building Improve the Bottom Line?

We believe that not only can you increase productivity adding to your bottom line, but our programs help reduce the opportunity for misunderstanding in communications, reduce conflicts and smooth change events. While values and beliefs may be difficult to change, people can learn to behave in ways that lead to collaboration.

We accomplish collaboration and increased productivity by teaching people successful human interaction skills that achieve results. And we can prove it!

Here is our process for proving successful results:

1. Baseline the participant using the 360° Partnering Quotient Assessment
2. Identify three attributes in which the participant would like to excel
3. Develop improvement action plan
4. Communicate action plan to colleagues
5. Engage in improvement plan
6. Re-assess participant using the 360° Partnering Quotient Assessment
7. Determine levels and areas of achievement

When our program is put into place and followed, you will notice three stages of development over time:

1. Language will start to reflect the future-oriented partnering terminology that builds trust and collaboration
2. As language changes, people's attitudes start to reflect the change in language
3. As attitudes change, people behavior starts to mimic the new attitude

Let us show you how you can build an organizational structure that supports your business objectives using our proven program.

Click here for information on booking our services.