

INTERACTIVE CASE STUDY

TEAMS IN TROUBLE

USING BEST-PRACTICE INTERPERSONAL SKILLS, YOUR LEADERSHIP TEAM
WILL IMPROVE WORKING RELATIONSHIPS, PERFORMANCE, AND OUTPUTS

TOGETHER, THE TEAM WORK THROUGH:

OBJECTIVES

- ✓ Working as a team
- ✓ Planning and preparing for relationship-based conversations
- ✓ Fixing the *Person*, then the *Problem*

APPROACH

- ✓ What they want to say and how they say it
- ✓ Key messages
- ✓ How they can open the conversation
- ✓ Things to avoid saying or doing

REFLECTION

- ✓ What is important; what others should DO, KNOW, and FEEL at the end
- ✓ How much to talk, how much to listen
- ✓ What values to leverage/demonstrate
- ✓ What is the best/worst possible outcome