



SOCIAL STYLE®

Understanding and Managing Behavioral Differences™



One-Day Course

AUDIENCE

Universal

ASSESSMENTS AVAILABLE

Multi-Rater SOCIAL STYLE® & Enhanced Versatility Profile

USE

Interpersonal Skills training course designed to teach participants the concepts of SOCIAL STYLE and Versatility while also providing experiential learning opportunities.



PRODUCT DESCRIPTION

Understanding and Managing Behavioral Differences is TRACOM's one-day course that explores our popular and proven models of SOCIAL STYLE and Versatility, emphasizing improved interpersonal skills and workplace interactions. Through a series of exercises, videos, and facilitated discussions, participants will discover how to enhance workplace productivity and morale.

Participants will learn to identify each of the four SOCIAL STYLEs and the best plans of action to work with and accommodate each. Through exercises, participants will pinpoint areas of tension and understand the reason for backup behavior, which can ultimately lead to toxic relationships if left unchecked. Your employees will also be able to describe the Versatility dimension and its sources while identifying the steps to take to increase their Versatility and success at work.

The one-day format allows for maximum participation and workplace application training while fitting within time restrictions.

BEHAVIOR AT WORK GREATLY IMPACTS PRODUCTIVITY

In a recent study, TRACOM asked participants to share the top five causes of poor productivity at work:

- 84% said poor communication within or across work teams.
- 57% said poor relationships among coworkers.
- 59% said poor relationships with boss or supervisor.
- 80% of the same participants surveyed said that SOCIAL STYLE training has helped them have more effective relationships with co-workers.

VERSATILITY

Versatility is a measure of a person's *Image, Presentation, Competence, and Feedback*, the areas that contribute to a person's interpersonal skills. Versatility is a significant component of overall success, comparable to intelligence, previous work experience, and personality.



TRACOM GROUP
THE CREATOR OF SOCIAL STYLE®



BENEFITS

Participants will learn to:

- Understand their SOCIAL STYLE position and Versatility score based upon feedback from others.
- Understand different behaviors and how others view them.
- Understand why some relationships are more productive than others.
- Support the Style needs of clients, customers, managers, direct reports, and other co-workers, creating more productive relationships.
- Recognize optimal tension levels and how to increase or decrease tension for maximum productivity.
- Identify “backup behavior” and provide for Style needs in order to return to high productivity.
- Identify components of Versatility and the strategies to increase Versatility.

THE PARTICIPANT PACKAGE INCLUDES:

Participant Workbook • Accepts/Rejects Card • Skills Guide Card
 • Achieving Higher Versatility™ Resource Guide

ADMINISTRATIVE TOOLS FOR COURSE DELIVERY

Facilitating this course requires certification. You may choose to certify your own staff or use TRACOM’s certified instructors.

THE ADMIN KIT INCLUDES:

Facilitator Guide • Participant Package • Resource Tools including Videos, PowerPoint Presentation, Session Evaluation Handout and Participant Certificate Template



One-Day Course Agenda

MORNING

Welcome and Session Purpose
 Program Assumptions and Observing Differences
 Dimensions of Behavior - Assertiveness & Responsiveness
 SOCIAL STYLE Model™
 Exercise: Strengths/Weaknesses, Famous People, Slogan
 Key Characteristics of Each Style
 SOCIAL STYLE Profile — Your Style

AFTERNOON

Debrief SOCIAL STYLE Profile Reports
 Tension Management
 Versatility & The Four Sources of Versatility
 SOCIAL STYLE Profile — Your Versatility
 Exercises: Role Play and Expert Panel
 Rules for Observing Style and Final Q&A



Post-Training Micro-Learning

TRACOM offers two post-training tools free of charge to support learning after participants leave the classroom.



SOCIAL STYLE Navigator® is available to anyone with a SOCIAL STYLE profile. The mobile-friendly platform includes modular content to support specific learning objectives. The application includes the SOCIAL STYLE Advisor, the SOCIAL STYLE Estimator, and eLearning modules on the topics of Managing Conflict, Working in Teams, Coaching Others and Achieving Higher Versatility.



SOCIAL STYLE Passport is an interactive tool for individuals who have completed online Universal Multi-Rater Profiles. It allows learners to select any of more than 80 country and regional norms to instantaneously see how their SOCIAL STYLE may change based on the behavior standards of that locale. This tool is especially effective for preparing professionals for work in diverse multi-cultural environments and in virtual or international work scenarios.

For more information, please visit tracom.com.