

COMPASS

Charting Your Course To Success.

A PROFESSIONAL DEVELOPMENT PROGRAM

Building Strong Relationships

The Trust Factor: Creating Win-Win Relationships

Dramatically increase your effectiveness with others as you learn principles and skills of trust and interpersonal dialogue

When trust is absent, relationships are characterized by an adversarial attitude: me vs. you; us vs. them. Rather than goodwill, there are deep and hidden animosities. Respect is lost and our performance is compromised as our energies go into manipulation and protection rather than working together towards a shared vision.

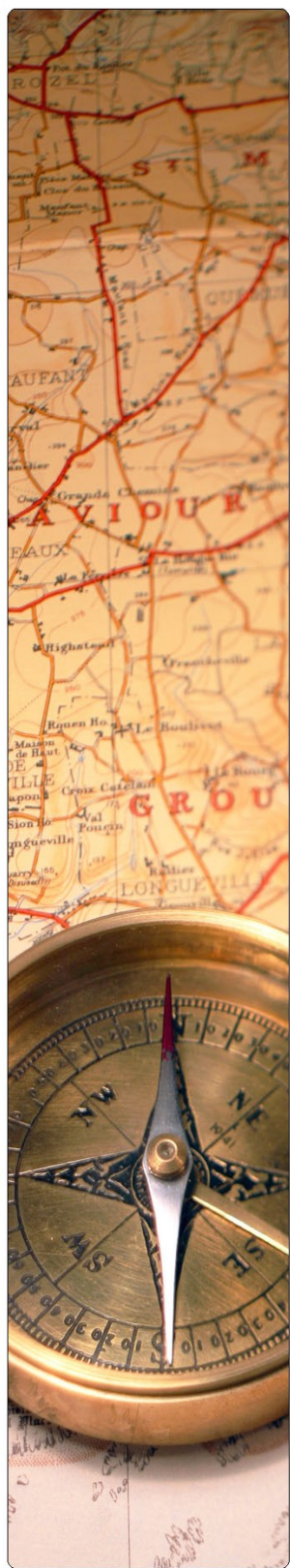
We believe that the most successful organizations of the 21st century will be those that know how to create a climate of trust and goodwill among their employees.

What You Will Gain

In this program, you will learn how to interact with others in ways that build trust and win-win outcomes.

Specifically, you will

- Learn the core elements of trust.
- Identify how we engage in collusive, weakening patterns of relating to others.
- Experience a change of heart and know how to break out of collusive patterns.
- Come to view others in a way that promotes unity, trust and goodwill.
- Understand the three phases of interpersonal dialogue and practice the dialogue skills.
- Commit to interacting with others in strengthening rather than weakening ways.
- Develop the ability to confront poor performance and behavior problems.



Format: This program consists of 8 modules to be delivered in 3 hour sessions.

The training comes alive as you participate in experiential exercises and role-playing, helping you internalize the principles and skills that are taught.

The Trust Imperative

- Appreciate the need for a collaboration in our interdependent society.
- Learn the definition and key elements of trust.
- Evaluate the consequences of high and low trust within an organization.
- Understand the importance of being trustworthy and rate your trustworthiness.
- Receive feedback from others about your personal trustworthiness.

Collusion

- Understand the dynamic of collusion.
- Be able to identify and diagram collusive relationships.
- Write a personal story of collusion.
- Evaluate the consequences of collusion.

A Change of Heart

- Learn the four reasons we engage in collusion.
- Identify payoffs and prices from our collusions.
- Understand the folly of trying to get others to change.
- Learn the two ways of being in our relationships with others.
- Experience a change of heart towards others.
- Learn and practice the skill of creating safe and trusting conditions

Face-to-Face Communication

- Explore the role of communication in interpersonal relationships.
- Learn about alternative ways of communicating/influencing others.
- Identify your “native tongue” or preferred style of communicating.
- Understand the consequences of an absence of dialogue.

Interpersonal Dialogue: Core Principles

- Understand the definition and meaning of interpersonal dialogue.
- Learn and model the core principles of dialogue.
- Understand why mutuality is the “bedrock” of dialogue.
- Learn how to create a pool of shared understanding.
- Know how to solve problems in a win-win way.
- Do a self-assessment of your skills in interpersonal dialogue.
- Receive feedback from others regarding your dialogue skills.

Interpersonal Dialogue: The Steps

- Learn the steps of dialogue.
- Practice the skills of mutuality.
- Learn and practice various inquiry skills.
- Understand the meaning and guidelines of advocacy.
- Know how to identify and share your left-hand column.
- Practice using the skills of dialogue.
- Identify actions to improve your ability to engage in dialogue.

Harnessing Harmful Behavior

- Learn to confront behavior that fails to meet your expectations.
- Understand the importance of discipline and conformity in building trust.
- Develop a set of non-negotiables for those whom you lead.
- Practice the skill of harnessing harmful behavior.
- Apply the skill to back-home situations.

Strengthening Our Relationships

- Understand the characteristics and consequences of co-dependency.
- Know the difference between responsibility for and responsibility to another.
- Learn a credo for your relationships.
- Understand what you do that weakens others when you intend to help.
- Learn the valuing process as a skill to strengthen others.
- Evaluate what you do to strengthen others in your relationships.
- Understand how contracting can be used to strengthen yourself and others.
- Develop a list of change initiatives.

