



matrix insights



Interaction Styles

Team Building Workshop

Using the Team Dashboard Interaction Styles lens and customized content, you will learn how to develop more effective relationships and engage in consistently productive, high value conversations with peers, direct reports and leaders by improving your communication.

What is the Interaction Styles Lens?

The Interaction Styles Lens provides insights into how we are naturally inclined to express ourselves. Each of the four Interaction Style patterns describes not only our preferred communication style, but also the underlying core drive and belief.

 Chart-the-Course Urgent need to anticipate	 Get-Things-Going Urgent need to involve and be involved
 Behind-the-Scenes Urgent need to integrate	 In-Charge Urgent need to accomplish

The most successful teams consist of people with diverse skills, who trust one another and work well together. By understanding Interaction Styles, you and your teammates can take advantage of multiple perspectives and skills to achieve the team's objective.

Agenda

- Review of Team Dashboard
- Team Objectives
- Interaction Style
 - Self- Awareness – Who am I?
- Interaction Style in Our Team
 - Team Awareness – Who are we?
- People Reading
 - Who are you?
- Action Planning

Team Objectives

- Knowing each other's style
- Improving Communication
- Building Effective Relationships
- Building trust
- Resolving conflict

Interaction Styles – Who Am I? – Personal Insights

In Personal Insights – read over your Snapshot by clicking on “View Profile”.

What do you notice about your Snapshot?

What words or phrases seem to resonate with you?

What’s not quite right?

Interaction Styles – Who Am I? – Self-Portrait

In the Snap Shot view – read over your Self-Portrait by clicking on “Self-Portrait”.

What do you notice about your Self-Portrait?

Write down some words or phrases that you think describe you best?

Your Interaction Style

Pair up and spend a few minutes interviewing another participant. Have them answer the following questions.

What's your Style?

What are the strengths of your style?

What are the weaknesses of your style?

What are three things that make working with your style easier?

One misperception about your style is...

What do you want others to know about your style?

Interaction Style Patterns

Directions

1. Turn to pages 9-12 in your workbook. Find the blank template with your Interaction Style at the top.
2. Using the menu on the left in your Profile, read through:
 - a. Drive
 - b. Aim
 - c. Core beliefs
3. Fill in these characteristics on your worksheet.
4. Now – Read through Appearance and Talents – write down the characteristics in each that best describe you
5. Find a partner with a different style and discuss your Interaction Style for 2 minutes with the characteristics you've identified about yourself.



Chart-the-Course

Drive

Core Beliefs

Aim



Appearance

Talents Theme: _____



Get-Things-Going

Drive

Core Beliefs

Aim

Appearance

Talents Theme: _____



Behind-the-Scenes

Drive

Core Beliefs

Aim

Appearance

Talents Theme: _____

 In-Charge

Drive

Core Beliefs

Aim

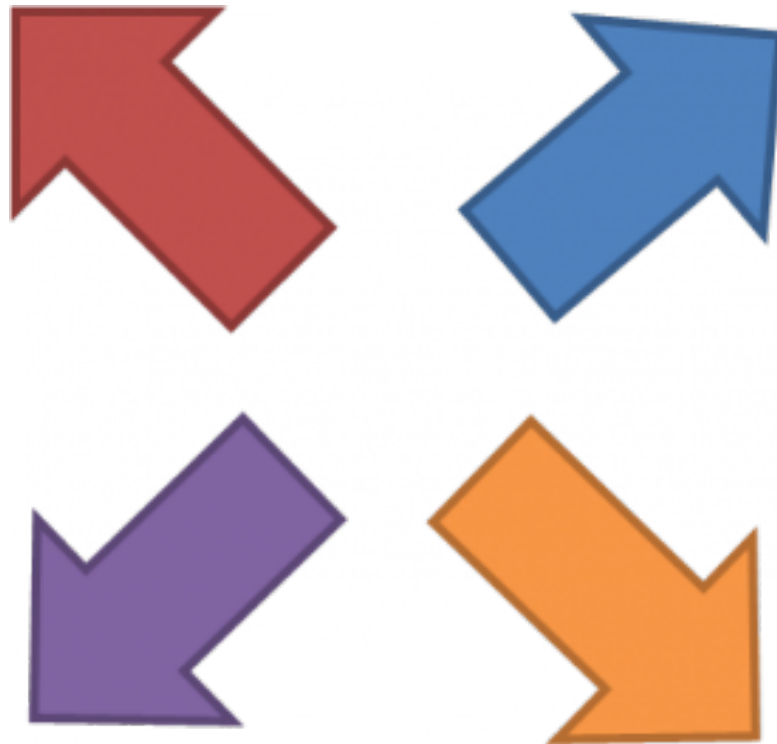
Appearance

Talents Theme: _____

4 Corners

Directions

Identify which corner of the room represents your Style. Go to that corner.



Interaction Dynamics

Directing vs Informing

Chart-the-Course and In-Charge are more inclined to use Directing Communications. Behind-The-Scenes and Get-Things-Going tend to use Informing Communications.

Examples:

Directing: – “This report needs to be completed by the end of the day.”

Informing – “This is a critical report that the customer has asked for immediately, do you think you can get it done by close of business?”

Responding vs Initiating

Get-Things-Going and In-Charge are much more likely to use the dynamic of Initiating in their communication. On the other hand, Chart-the-Course and Behind-The-Scenes are more inclined to use the dynamic of Responding.

Examples:

Initiating – “Hi, my name is Jim and I’m sort of the unofficial welcoming committee around here. What’s your name?”

Responding – “That’s an interesting suggestion. Let me think on that for a moment.”

Your Relationships

Building Relationships

In the Development Tab, Explore the “Development Area” of Building Relationship for your own style pattern.

What does it tell you about how you work together with other styles?

How will you resolve conflicts that arise from your differences?

Communication

In the Development Tab, Explore the “Development Area” of Effective Communication for your own style pattern.

How will you “flex” your communication style when you interact with others?

Which of the insights is the biggest hurdle for you when you communicate with others?

Relationships & Effective Communication – Action Plan

Building Relationships

Identify one person with whom you would like to build a better relationship.

Effective Communication

Identify one person with whom you would like to improve your communication.

On the Team

If the person is on the team and in Team Dashboard, use the interface to view your Styles side-by-side. What are some of the suggestions that appeal to you? Add these to your action plan,

Notes:

The choice of the person you pick to improve your relationship with does not imply that your current relationship is “bad” or “needs to be fixed”. You may not have had a chance to build a relationship with this individual for any number of reasons. Perhaps they work in a different city or keep different hours. The point is that the desire to build a better relationship with someone is a positive and rewarding experience.

Not on the Team

If the person you’ve chosen is not in Team Dashboard or on your team and you don’t know exactly what their Style is, you may want to take your best guess or come back to this task after we have gone through the People Reading part of today’s workshop,

Action Plan

- Identify 2 action steps you want to take to improve your relationship with this person.
- Be prepared to share your plan with them 1:1 later.
- Add this Development Area to your Action Plan

Great Teams

Think of a great team experience - one in which the team accomplished something. Write some thoughts about what made it a great team experience.

Team Stages

Forming

Storming

Norming

Performing

What kind of team are we?

Who Am I? Who Are You?

Out of all you explored in your Interaction Style profile, what 3 things do you want your teammates to know most about you?

What in the descriptions really doesn't fit, so you want your teammates to not assume that about you?

Who Are We Together?

TeamPulse

What is TeamPulse?

TeamPulse is a periodic micro survey to measure, manage and promote team health. This is a feature of Team Dashboard that you can use once a week, once a month or once a quarter. It gives you the ability to get a very quick snapshot of how your team is performing against the 16 dimensions that research has identified as the dimensions that make up high performing teams. You can do a survey against all of the dimensions or just a few.

Complete TeamPulse

Take a moment to access your Home Page in Team Dashboard. Take TeamPulse now if it is available.

What is it telling you about your team?

People Reading

Directions

- You will be separated into 4 Teams
- Team must “Buzz In” – No shouting out answers
- Wrong answers let other teams take an opportunity to answer
- Correct Answer = 1 Point
- There may be questions with higher point values later in the game – so don’t give up!



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