

# Interpersonal Skills

Transition from a Geek to a Geek and a Leader

CompSci 408

September 10, 2014

# Teams

# Golden Rule

- One should (not) **treat** others as one would (not) like others to treat **oneself**
  - Part of most cultural and spiritual traditions
  - Basis for most teamwork
- Some practical applications
  - Pause your work to help others to reduce downtime
  - Make **quality commitments** and meet them

# Interpersonal Skills

- Teamwork is built on
  - Communication
  - Trust
- Understanding ourselves & moderate responses
- Talking effectively & empathize accurately
- Building relationships of trust, respect, and productive interactions

# Tune into Channel 4: Two-way Communications

h/t my former executive coach, Jeanie Kahwajy

<p><b>Channel 2</b></p> <p><b>Most</b> (ineffective)</p> <p><b>Executives</b></p>	Transmit	<p><b>Channel 4</b></p> <p><b>Most</b></p> <p><b>Achievers</b></p>
Don't Receive		Receive
<p><b>Channel 1</b></p> <p><b>Most</b></p> <p><b>Failures</b></p>	Don't Transmit	<p><b>Channel 3</b></p> <p><b>Most</b></p> <p><b>Techies</b></p>

# Disagreeing (Respectfully)

- ✗ You're Wrong!
- ✓ I have a different opinion!
- Guidelines
  - Listen
  - Don't make it personal
  - Use I statements
  - Stay Calm

# Disagreeing (Feel-Felt-Found)

- Empathize – Normalize - Clarify
  - I understand you **feel** about that. Many others have **felt** the same way. And what they have **found** is that....
- **Examples**
  - *I know how you **feel** that this looks bad.*
  - *Others would have **felt** the same at when they saw this*
  - *However, when they tried it on they **found** that it was so comfortable.*

Which is the most powerful word here?

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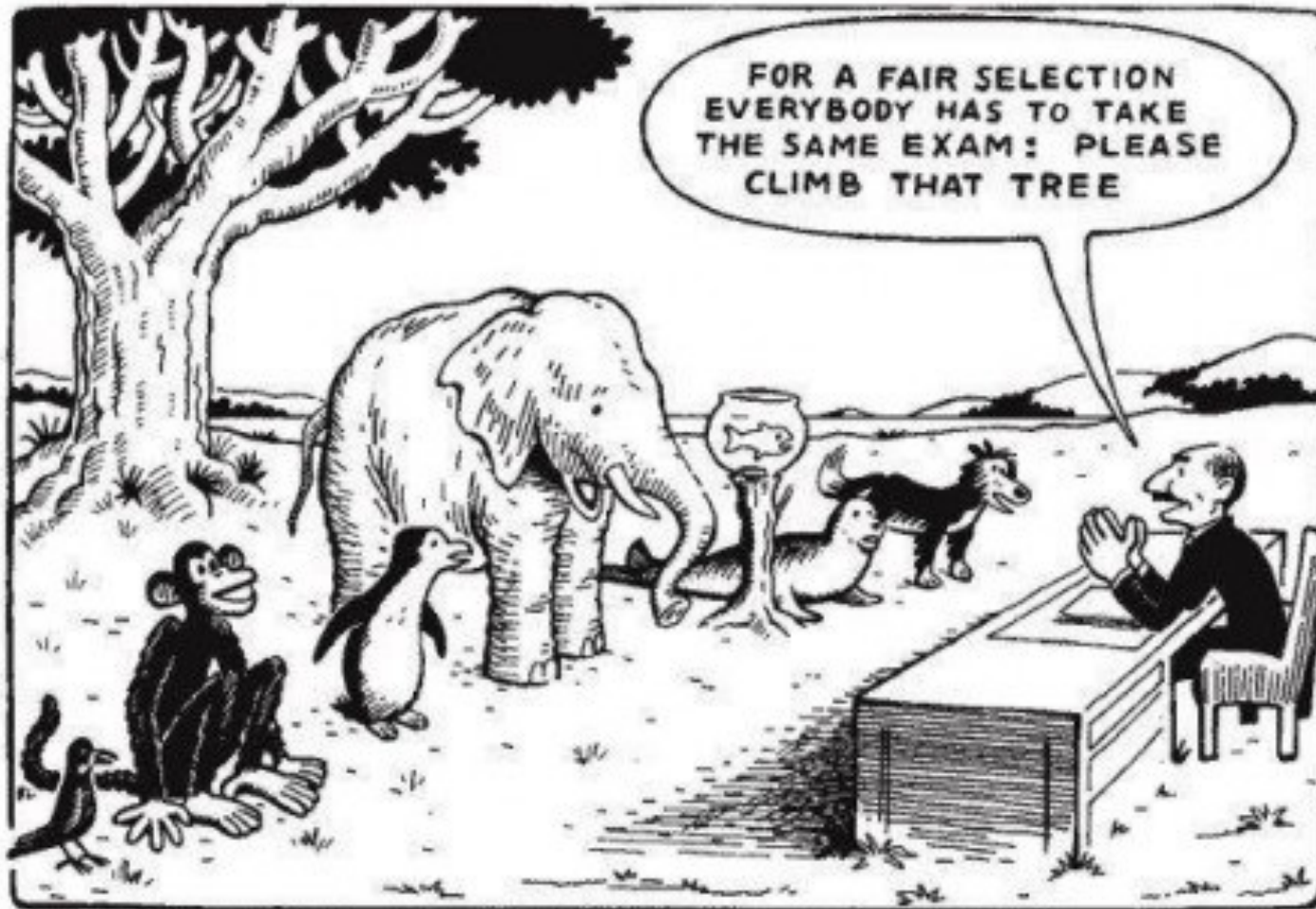
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However



# Different Roles – United Goals



# Client Meetings: Agenda Template

- What we did
- What we are going to do
- Any hurdles and need for help
- Always take notes
  - Document action items
  - Only document important discussion (not all discussion)
- Set up next Meeting

# Remote / International Clients

- Time zones
- Communication Styles
  - Active/Passive voice
  - Polite/Direct
- Work Cultures
- Bottom-line: **Tune** to your clients' channel

# Core Values

- What are our core values?

# Recap: Interpersonal Skills

- Golden Rule
- Tune to Channel 4
- Feel-felt-Found
- Tune to your clients' frequency