

Strengths Deployment Inventory (SDI)

Introduction

Leaders know that it is virtually impossible for anyone to survive or operate in the world today without interacting with other people. Rarely if ever are we trained in how to ensure that we achieve the maximum benefit from our relationships with other people, be they through work, social activity or with family. This course will significantly improve every aspect of our day-to-day interaction with everyone that we come into contact with and by so doing, improve our ability to work effectively with them in a team environment.

The aim of this course is to enable participants to raise their awareness of their own personalities and understand those of their customers and colleagues. Once they understand these differences they can apply managing techniques to help them deal with team building, conflict and clashes in personality and control their own emotions.

Course Objectives

By the end of this course, participants will be able to:

- Display a better understanding of themselves as an individual
- Create strong relationships with their colleagues and customers
- Better influence and manage those around them
- Get to the hub of inter-personal, inter-team and inter-departmental problems, and solve them
- List the key stressors for different people in their team, and how to diffuse these
- Display a superior ability to motivate others
- Detail what constitutes conflict and personality clashes
- List ways to deal with and avoid conflict
- Describe what it is to be Emotionally Intelligent
- Explain how to become more emotionally intelligent with customers and colleagues using SDI
- Apply the learning from the two days and practice the new techniques

Content

A sample of what is covered includes:

Introduction to the SDI

The objective for this session is for participants to gain an understanding of the SDI (Strength Deployment Inventory) and Relationship Awareness Theory.

- Behaviour - why do different people behave differently
- The Strength Deployment Inventory - normal behaviours
- Understanding the 4 main behaviour types - Red, Blue, Green and Hub
- Understanding the mixed behaviour types - Blue/Red, Blue/Green and Red/Green
- Understanding your position on the SDI map
- Understanding the main facets of your behaviour both positive and negative, and how it is perceived by the other types
- How your type will affect your perception of the other types
- The Strength Deployment Inventory - conflicting behaviours and stress patterns
- How the types respond differently under stress and pressure, and different amounts of stress and pressure and how this affects performance

Using This Knowledge for Management Advantage

The objective for this session is to give you a management advantage in forming a team, leading a team, dealing with internal colleagues and external customers and suppliers.

- Putting a team together using the SDI
- Managing the different personalities in your team - the SDI and:
 - time and project management
 - goal setting and achieving
 - inter-personal relations
 - team conflicts and personality problems
 - performance management
 - focus
 - motivation
 - using the right language to get the right results
 - delegation
- Inter-collegial relations - persuasion and influencing - using the SDI
- Customer care - getting right for different personality types
- Selling more using the SDI Type and Focus © Method

Participants will be asked to complete the Strength Deployment Inventory before and during the programme and will be allowed to take this away with them.

The participants will receive a short analysis based upon their position on the SDI and the strengths and weaknesses that derive from this position, each analysis is unique to the individual as it includes their standard and stressed profile.

Participants are also asked to complete a short after-programme activity, that brings all of their learning alive.

Dealing with Conflict and Clashes of Personality

- What is conflict?
- How do we feel about conflict?
- What types of conflict are useful in the workplace and what forms are not?
- Dealing with conflict in a professional way
- Reactions to conflict
- Causes of conflict
- Definitions of conflict
- Understanding and working with my conflict style
- The challenges of different conflict styles
- Encouraging healthy differences
- Preventing conflict
- Do and don'ts

Being More Emotionally Intelligent

- Five Things You Need to Know About EI
- What is Emotional Intelligence
- Understanding EI
- What Emotional Intelligence Isn't
- What Impact will my Emotional Intelligence have on my career?
- Predictors of Career Success
- How is my Emotional Intelligence (EQ) related to my IQ?
- Is my Emotional Intelligence Fixed?
- I Want to Improve my EI, What Should I Do?
- 20 Steps to EI Self-Assessment
- The Four Elements of EI
- The Competencies of Emotional Intelligence

- Intra-Personal
- Inter-Personal
- Emotional Self Awareness
- Emotional Self Regulation
- Emotional Self Motivation
- Empathy
- Nurturing Relationships
- Self Awareness Test
- Tuning Into Your Senses
- Developing Self and Others

Applying the Learning to Practical Situations

- How to respond to different phone calls
- How to respond to different types of email
- How to respond to requests from team members

Successful Interpersonal Communication

- What is successful interpersonal communication?
- The barriers to successful interpersonal communication
- How to use interpersonal communication
- What is my communication style?

Applying the Key Skills

- Impact of body language - Creating rapport. Subtle ways to use words, voice tone and body language more effectively and efficiently to move people closer to your ideas and combat mental blocks and resistance
- Enhancing interaction - Pull, not push questioning techniques that lead and motivate rather than manipulate
- Powerful language patterns - Word Power, how to use careful phrasing and commands with great effect. Positioning yourself and your ideas, concept or solution in the minds of others
- Increasing your vocal confidence
- Communicating effectively in meetings and presentations
- Mini skills practice sessions

Assertive Communication in a Team Environment

- Using assertiveness in communication to manage emotions
- Using communication effectively to gain agreement
- DVD presentation on using communicating assertively
 - Thing It Right
 - Say It Right
 - Behave Right
- Dealing with difficult people in a business environment
 - Assessing your own behaviour
 - Analysing the behaviour of others
 - Adapting a flexible approach to achieve harmony
- Hints and tips on applying the skills developed on the course
- Case studies of effective use of communication
- Skills practice sessions

Team Communication Exercise

Full team exercise enabling participants to apply their teamwork abilities to the communication skills environment in a challenging task for all to participate and learn.

