

Why The Power of Effective Business Relationships=World Class Leadership presented to ITSM Academy



OBJECTIVES:

- LEARN WHY EFFECTIVE BUSINESS RELATIONSHIPS ARE THE KEY TO SUCCESSFUL LEADERSHIP, TEAMS, AND ORGANIZATIONS, AND DISCUSS HOW EACH OF US PLAYS A ROLE
- OBTAIN YOUR BASELINE LEADERSHIP MEASUREMENT VIA A SELF-ASSESSMENT- (SEE COMPASS HANDOUT)
- ALL WORLD CLASS RELATIONSHIPS START WITH US
- IDENTIFY TOOLS AND PROCESSES THAT INCREASE EFFECTIVENESS
- IMPLEMENT 1 CHANGE NOW





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Relationship Wreckers

- What can get in our way of successful business relationships:
 - We think we are better than others
 - We think we know more
 - We think they are not important
 - We think it's all about us
 - We think they are the problem

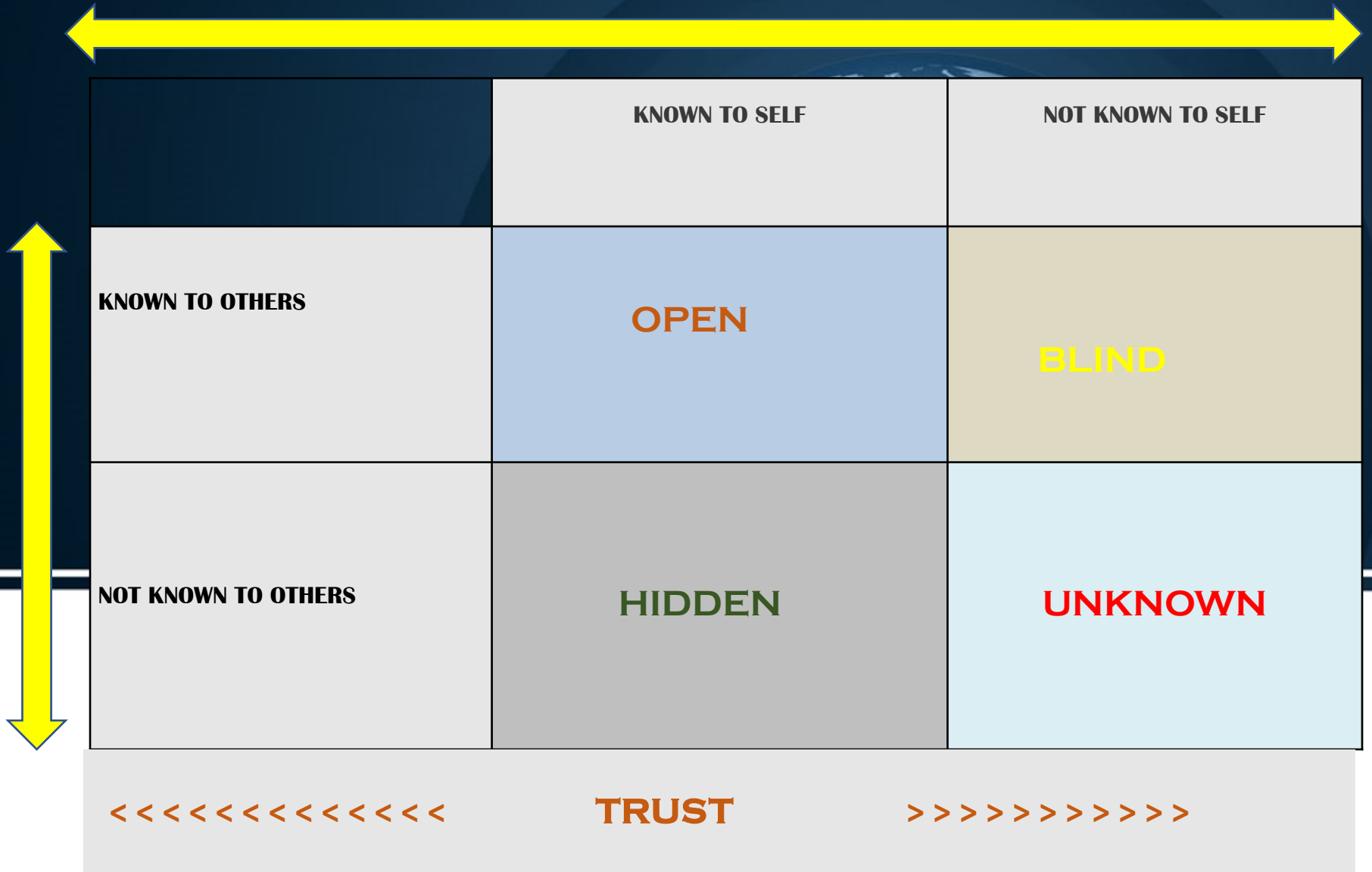


Ice Breaker – Am I A Rare Find?

1. I am the (*circle one*: first, middle, youngest) sibling in my family.
2. To pass the time I like to:
3. I think most people are:
4. Other people describe me as:
5. Our world would be a better place if only people would:
6. I go to work because:
7. A true friend is:
8. My preferred job/career would be:
9. I wish I could change:



JOHARI WINDOW





The Power Of Magic Dust

What is your style, what do you like to do, how do you like others to show up, who balances you, why to respect yours and everyone's Magic Dust



All Relationships Start With YOU (DiSC Card Exercise)

The Understanding of Who
You Are, What you want,
and how you go for it.



| 1 | 2 | 3 | 4 |
|---------------------------|------------------------------|-----------------------|------------------------|
| Likes authority | Enthusiastic | Sensitive feelings | Reads all instructions |
| Takes charge | Takes risks | Loyal | Accurate |
| Determined | Visionary | Calm; even keeled | Consistent |
| Confident | Motivator | Non-demanding | Controlled |
| Firm | Energetic | Avoids confrontations | Reserved |
| Enterprising | Very verbal | Enjoys routine | Predictable |
| Competitive | Promoter | Dislikes change | Practical |
| Enjoys challenges | Friendly, mixes easily | Warm and relational | Orderly |
| Problem solver | Enjoys popularity | Gives in | Factual |
| Productive | Fun loving | Accommodating | Conscientious |
| Bold | Likes variety | Cautious humor | Perfectionistic |
| Purposeful; goal driven | Spontaneous | Adaptable | Discerning |
| Decision maker | Enjoys change | Sympathetic | Detailed |
| Adventurous | Creative; goes for new ideas | Thoughtful | Analytical |
| Strong 'willed | Group oriented | Nurturing | Inquisitive |
| Independent; self reliant | Optimistic | Patient | Precise |
| Controlling | Initiator | Tolerant | Persistent |
| Persistent | Infectious laughter | Good listener | Scheduled |
| Action oriented | Inspirational | Peacemaker | Sensitive |

V, M, G, M = B

Learn the secrets behind why your Vision, Mission, Goals and Measures must be supported by your behaviors and tracked, documented, and shared with others.



Symbols Help you Remember



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Communication Styles

Understand why varied approaches and communication styles are effective in different situations. Communicate with others in their preferred style to improve results and enhance relationships.



Visionary / Clarity

Discover the power of having clearly defined roles, responsibilities, and desired results. Do things with purpose... and never by accident.



Honoring and Embracing Conflict

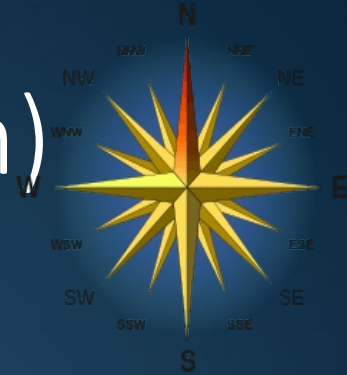
Research clearly states that honoring conflict is both healthy and necessary. It has also been linked to an increase in inspiration, innovative thinking, and collaboration.



WITHOUT CONFLICT THERE
IS NO LEADERSHIP!



Continual Learning (True North)



Effective leaders commit to continual learning; it's a process, not an event. As we enter the beginning of an Ai driven business world, continual learning is more important now than ever before.



What's Next?

- Review the “self discovery” assessment
- Identify, validate, and magnify your strengths
- Document your areas of growth; take small steps daily to action each item
- Assess who/what can provide assistance
- What are your next steps?
- What's your timeline?



It Starts by Taking That First Step!



What First Steps Are You Committing To?



Step 1 _____

Step 2 _____

Step 3 _____



Teams Will Succeed When They:

▲ Focus on Collective

Results

▲ Hold One Another

Accountable

Commit and Persist

▲ Engage in Healthy

Conflict

▲ Trust One Another



The Five Behaviors of a Cohesive Team™ Model

Certified Professional Leader of Business Relationships



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