SKILL FOCUS: INTERPERSONAL STYLE
Skill Practice Guide

As we saw in the workshop, an important part of truly connecting with people is determining their Interpersonal Style and, in light of that, working out the best approach to dealing with them.

1. Please read the following review of Interpersonal Style in preparation for your skill practice.

2. Select three people with whom you interact in your ministry and want to practise the skills of Interpersonal Style.

3. For each meeting, plan your 'Interpersonal Strategy'.

4. Seek to execute your plans when meeting with these individuals.

5. After each of your meetings/conversations write down on the enclosed debrief forms what you learned by trying to apply Interpersonal Strategies. Please co-ordinate with your selected 'buddy' from the group a date when you will share what you have learned from these interactions.

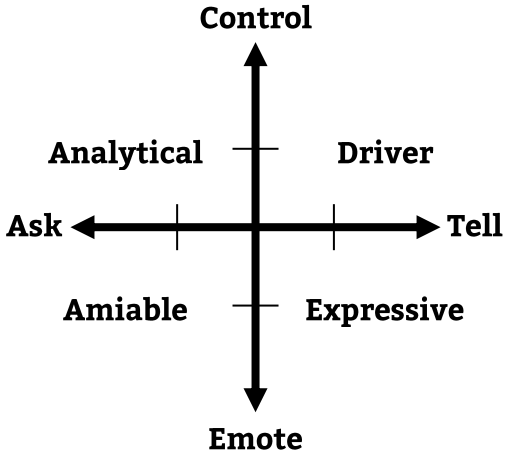
The Skill Practice Guide is not a test. It is simply a means of giving you some focus and motivation for practising the skills more consciously so that it becomes a part of your natural way of thinking and acting. Therefore, with regard to your learning, it doesn't matter whether your efforts to practise had a good result in the meeting. There will certainly be a good result in terms of learning – often better from our mistakes than from our successes.

We learn, not by sitting in a classroom or discussing the problem, but by doing. And we learn even more by doing*and then reflecting on* what we've experienced. So please consider this assignment to be just as important as attending the workshop.

SKILL REVIEW: INTERPERSONAL STYLE
Skill Practice Guide

We use Interpersonal Style to enable us to better anticipate a person's interpersonal needs or preferences, so that we can increase their confidence in us and appeal to the reasons they would want to engage with us in meaningful communication.

Meeting the expectations of others often requires modifying your own behaviour. We sometimes call this 'practising versatility'. You may have to move out of your own 'comfort zone' temporarily. But, with practice and success, versatility will become a habitual, more comfortable, part of your skill-set.



Applying Interpersonal Style skills involves the following:

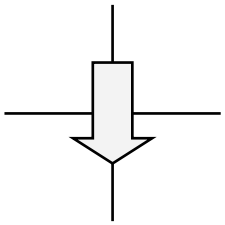
ACTION	HANDOUTS FROM THE WORKSHOP	PAGE
Consider the natural tendencies of your own Interpersonal Style	Description of your style	9-12
Identify the Interpersonal Style of the person	'Style Recognition Guide' 'Style Recognition Scoresheet'	14 15-17
Think through the 'do's' and 'don'ts' of that style	'Style Modification Strategies' 'Managing Yourself With...'	22 26-29
Create an "Interpersonal Strategy" for that person and for those circumstances	'Interpersonal Strategy Worksheet'	30-32
In your meeting, adjust to the needs of the situation – even if it is to change your plan on the fly!		

©LUMIERE

STYLE MODIFICATION STRATEGIES
Skill Practice Guide

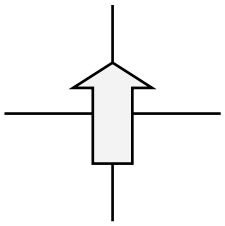
IF YOU ARE SOCIALLY RESERVED (ANALYTICAL OR DRIVER), AND YOU ARE ADAPTING TO SOMEONE WHO IS SOCIALLY OUTGOING (AMIABLE OR EXPRESSIVE)...

- Say what you feel.
- Make personal remarks/pay compliments.
- Devote more time to relationships.
- Engage in small talk.
- Use more open body language.



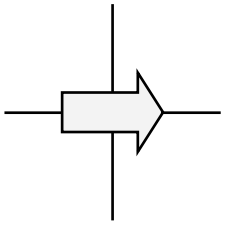
IF YOU ARE SOCIALLY OUTGOING (AMIABLE OR EXPRESSIVE), AND YOU ARE ADAPTING TO SOMEONE WHO IS SOCIALLY RESERVED (ANALYTICAL OR DRIVER)...

- Stick to facts/business.
- Restrain your enthusiasm.
- Make decisions based on logic and solid evidence.
- Refrain from referencing your feelings, intuition.
- Acknowledge opinions of others.



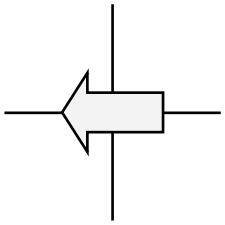
IF YOU ARE SOCIALLY YIELDING (AMIABLE OR ANALYTICAL), AND YOU ARE ADAPTING TO SOMEONE WHO IS SOCIALLY DOMINANT (DRIVER OR EXPRESSIVE)...

- Volunteer information.
- Quicken your pace and get to the point.
- Be willing to disagree.
- Act on your convictions.
- Initiate conversations.



IF YOU ARE SOCIALLY DOMINANT (DRIVER OR EXPRESSIVE), AND YOU ARE ADAPTING TO SOMEONE WHO IS SOCIALLY YIELDING (ANALYTICAL OR AMIABLE)...

- Listen without interruptions.
- Ask for others' opinions.
- Slow down/adapt to time needs of others.
- Allow others to take the lead.
- Demonstrate flexibility in decision-making.



INTERPERSONAL STYLE
Skill Practice Guide

Name: ***Example**

Choose a situation in which you consciously applied your knowledge of Interpersonal Style:

1. **Briefly describe the situation.**

   Our new vicar has been at the church for two months. I have been at the church for three years and was very excited about the new vicar coming in, hoping that she would give the church a new energy and sense of direction. I wanted to speak to her about creating a new official vision for our church. I had observed on a number of occasions that she was very thoughtful and seemed to be taking into consideration a lot of information before making any changes. She seemed to be very diligent about researching ideas and listening to others. I guessed that she was an Analytical.

2. **Specifically, how did you use Interpersonal Style?**

   First, in the early part of our discussion, I confirmed in my own mind that my guess about her style was right – she's a careful, slow talker. I could see that she's a deliberate, detail-oriented thinker. Seems like an Analytical to me!

   Since I knew that Analyticals like people to have done their homework, I checked on the internet and also talked to a couple of my friends at other churches who had gone through a vision process with their churches. I wrote up a brief report on their experiences. In addition, I actually found a case study that was written up by a Christian organisation regarding the successful launching of a new vision at a church about our size. Also, because I remembered that Analyticals are interested in process, I brought along an overview of how a typical vision process works. Finally, of course, I made a big effort to slow down, listen, and not 'out-expert' her.

3. **What was it about the situation that suggested this approach?**

____	Never met before	____	Closed body language
____	Expressed doubt	____	Wouldn't share information
____	Had past problems	____	Frowned, cold, formal
X	Other (Specify): *My view that she was probably an Analytical.*		

4. **What changes in the person's behaviour did you observe after using the Versatility skill?**

X	Showed interest	X	Relaxed body language
____	Showed confidence	X	Opened up and shared
X	Asked me questions	____	Laughed, good-natured
X	Other (Specify): *She seemed impressed that I had taken the time to learn as much as I had about the vision process and other churches' recent experiences launching a new vision.*		

©LUMIERE

5. What did you like most about using your knowledge of Interpersonal Style?

Focusing on my connection with her and adapting to her style made the discussion go so much better. She seemed to open up and really listened. Also my reining in my passion a bit when describing the need I saw for the vision.

6. What would you change if you could do it over?

Having estimated her style as Analytical, I guess I could have asked more detailed questions of her about her views on the need for a vision prior to launching into my own views.

INTERPERSONAL STYLE
Skill Practice Guide

Name: _____

Choose a situation in which you consciously applied your knowledge of Interpersonal Style:

1. **Briefly describe the situation.**

2. **Specifically, how did you use Interpersonal Style?**

3. **What was it about the situation that suggested this approach?**

____ Never met before
____ Expressed doubt
____ Had past problems
____ Other (Specify):
____ Closed body language
____ Wouldn't share information
____ Frowned, cold, formal

4. **What changes in the person's behaviour did you observe after using the Versatility skill?**

____ Showed interest
____ Showed confidence
____ Asked me questions
____ Other (Specify):
____ Relaxed body language
____ Opened up and shared
____ Laughed, good-natured

5. **What did you like most about using your knowledge of Interpersonal Style?**

6. **What would you change if you could do it over?**

©LUMIERE

INTERPERSONAL STYLE
Skill Practice Guide

Name: _____

Choose a situation in which you consciously applied your knowledge of Interpersonal Style:

1. **Briefly describe the situation.**

2. **Specifically, how did you use Interpersonal Style?**

3. **What was it about the situation that suggested this approach?**

____ Never met before
____ Expressed doubt
____ Had past problems
____ Other (Specify):
____ Closed body language
____ Wouldn't share information
____ Frowned, cold, formal

4. **What changes in the person's behaviour did you observe after using the Versatility skill?**

____ Showed interest
____ Showed confidence
____ Asked me questions
____ Other (Specify):
____ Relaxed body language
____ Opened up and shared
____ Laughed, good-natured

5. **What did you like most about using your knowledge of Interpersonal Style?**

6. **What would you change if you could do it over?**

INTERPERSONAL STYLE
Skill Practice Guide

Name: _____

Choose a situation in which you consciously applied your knowledge of Interpersonal Style:

1. **Briefly describe the situation.**

2. **Specifically, how did you use Interpersonal Style?**

3. **What was it about the situation that suggested this approach?**

____ Never met before
____ Expressed doubt
____ Had past problems
____ Other (Specify):
____ Closed body language
____ Wouldn't share information
____ Frowned, cold, formal

4. **What changes in the person's behaviour did you observe after using the Versatility skill?**

____ Showed interest
____ Showed confidence
____ Asked me questions
____ Other (Specify):
____ Relaxed body language
____ Opened up and shared
____ Laughed, good-natured

5. **What did you like most about using your knowledge of Interpersonal Style?**

6. **What would you change if you could do it over?**

©LUMIERE