

| Interpersonal Workplace Skills



Louise M. Burnette, MPA, Chapter Services Manager, AGA
Dennis N. Carpenter II, IOM, Membership Manager, AGA

March 15, 2017



| Agenda

- Overview
- Our stories
- Top 10 takeaways
- Recap and questions
- Practice



<http://www.clipartland.com/images/421-check-list-clip-art-85082by-clipart.png>



2

| What are "interpersonal skills?"

Interpersonal skills are the life skills we use every day when we **communicate** and **interact** with other people, both individually and in groups.

Read more at: <https://www.skillsyouneed.com/interpersonal-skills.html>



3

Components of Effective Communications

- Sender/encoder
- Message
- Channel
 - Voice
 - Written Text
 - Visual images
- Receiver/decoder
- Feedback



4

Listening and Understanding

- | | |
|-------------------------------|--|
| Hearing vs. Listening | Barriers to listening |
| Effective Listening Skills | Interruption |
| Concentration | Prediction of message |
| Avoiding distracters | Blocking message due to personal views |
| Avoiding interruption | Inability to hear |
| Asking for clarifying details | Distracting mannerisms |
| Giving feedback | Non-understanding |
| | Wandering thoughts |



5

Focus on Your Basic Communication Skills

- * Learn to Listen
- * Choose Your Words
- * Understand Why Communication Fails
- * Remember the Importance of Non-Verbal Communication



6

Improve Your Personal Skills

- * Be positive
- * Develop your emotional intelligence, particularly empathy
- * Understand and manage stress
- * Learn to be assertive
- * Reflect and improve



7

Use Your Interpersonal Skills

- * Working in Groups
- * Negotiate, Persuade and Influence
- * Conflict Resolution and Mediation
- * Problem Solving and Decision-Making



8

Quick Review

1. Managing relationships
2. Understanding the feelings of others
3. Cooperating with others
4. Great Attitude
5. Showing respect
6. Appropriate contact
7. Active Listening



9

Networking: What concerns you?

- ✓ Planning/preparing for networking events
- ✓ Breaking the ice to start a conversation
- ✓ Sustaining a conversation with a new contact
- ✓ Understanding professional norms and expectations
- ✓ Maintaining the relationship after initial contact



10

What is "Networking Up"?

- **Networking with a purpose!**
- Building connections that can help you and your employer
 - Navigating transitions
 - Identifying growth opportunities
 - Developing mentorship relationships
- Creating strategic partnerships
 - Business development



11

Why is networking so important?

- **FACT:** More than 70 percent of people land jobs through networking
- Often in business, it's not *what* you know, but *who* you know
- People are interdependent – throughout life, you'll need your "**All Star**" team
 - Professional
 - Personal
 - Community



12


NETWORKING TOP TEN





1: Know Your Story

Networking (net-work-ing)
noun: the **exchange** of information or services among individuals, groups, or institutions; specifically: the cultivation of productive relationships for employment or business





DO:

- Take some time to reflect
- Write out your story – word for word
- Practice delivering your elevator pitch

DON'T:

- Downplay the value of your story and experiences
- Say or share only what you think others want to hear – they want to get to know **YOU**

<http://www.meetam-webinar.com/dictionary/networking>

2: Set Goals

DO:

- Define your networking objectives in advance
- Be specific and realistic
- Plan out activities that will help you reach your goal

DON'T:

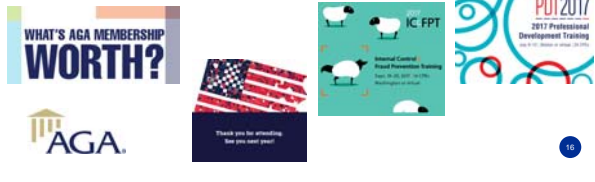
- Skip the research
- Try to do too much at once





AGA's Networking Opportunities

- ✓ Local chapter events
- ✓ National Leadership Training (NLT)
- ✓ Professional Development Training (PDT)
- ✓ Internal Control & Fraud Prevention Training
- ✓ Others?



3: Leverage Professional Organizations

- DO:**
- Attend local AGA events
 - Join a committee (local, regional or national)
 - Volunteer in a leadership capacity
- DON'T:**
- Overcommit yourself
 - Overlook trainings and conferences
 - Be intimidated by senior leaders



14: Plan for Your First Impression

- DO:**
- Dress professionally
 - Smile (appropriately)
 - Shake hands firmly
 - Make eye contact
- DON'T:**
- Cross your arms
 - Use you phone as a crutch
 - Obsess over things you can't control



15: Practice Making An Introduction

- DO:**
- Introduce yourself; share the name you like to be called
 - Explain who you are
 - Be prepared to share your story
 - Exchange business cards
- DON'T:**
- Wait to be approached
 - Be afraid of being awkward
 - Go into too much detail



16: Master Small Talk

- DO:**
- Share something about yourself
 - Pay attention and be engaging/responsive
 - Ask open ended questions
- DON'T:**
- Do all the talking
 - Bring up controversial topics or issues
 - Zone out while someone is speaking



Small Talk Topics

- x Politics/elections
- ? Your family
- x Work complaints
- x Religion



17: Follow Up: *Do what you say you'll do!*

DO:

- Send an email the next day
- Start with a template
- Reference prior interaction
- Proofread everything – **twice, out loud**

DON'T:

- Break your promises
- Be vague or indirect
- Lose professional decorum



22

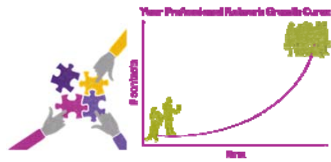
18: Continue to Grow Your Network

DO:

- Request referrals
- Be persistent – the people you want to talk to are likely very busy
- Help others grow their network

DON'T:

- Become impatient or discouraged
- Lose sight of your goal
- Begin with an ask



23

19: Stay in Touch

DO:

- Send progress reports to mentors and former bosses
- Invite former colleagues to social or sporting events
- Connect on LinkedIn and appropriate social media

DON'T:

- Burn bridges – ever
- Circulate negative stories or experiences
- Reach out only when you're in need



24

10: Remember Digital Networking

DO:

- Update your LinkedIn page regularly
- Use social media to demonstrate expertise
- Create a template to send new digital contacts

DON'T:

- Send connection requests without a message
- Use Facebook for professional networking
- Post controversial or inappropriate content



26

RECAP AND QUESTIONS



27

Top Ten Recap

- | | |
|----------------------|-------------------|
| Know your story | Master Small Talk |
| Set Goals | Follow Up |
| Join an Organization | Grow Your Network |
| Make an Impression | Stay in Touch |
| Practice Your Intro | Leverage Digital |



27

| Contact Us



Louise M. Burnette, MPA
Chapter Services Manager
e: lburnette@agacgfm.org
l: www.linkedin.com/in/LouiseBurnette
t: @Louise_AGACGFM



Dennis N. Carpenter, II, IOM
Membership Manager
e: dcarpenter@agacgfm.org
l: www.linkedin.com/in/DennisCarpenterIOM
t: @dncarpenter2