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

<table>
<thead>
<tr>
<th>Channel 2</th>
<th>Transmit</th>
<th>Channel 4</th>
<th>Most Achievers</th>
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<tbody>
<tr>
<td>Most (ineffective)</td>
<td>Executives</td>
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<tr>
<td>Don’t Receive</td>
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<td>Channel 1</td>
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<td>Channel 3</td>
<td>Most Techies</td>
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<td>Most Failures</td>
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<td>Don’t Transmit</td>
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h/t my former executive coach, Jeanie Kahwajy
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?
Disagreeing (Feel-Felt-Found)

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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