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>Channel 3</th>
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</thead>
<tbody>
<tr>
<td>Most (ineffective) Executives</td>
<td>Most Failures</td>
</tr>
<tr>
<td>Transmit</td>
<td>Don’t Transmit</td>
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</tbody>
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<tr>
<th>Channel 4</th>
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<tbody>
<tr>
<td>Most Achievers</td>
<td>Most Techies</td>
</tr>
<tr>
<td>Receive</td>
<td>Don’t Receive</td>
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</tbody>
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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?
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