



Competencies that are addressed:

PRIMARY COMPETENCY CATEGORIES:

• Interpersonal Skills—

Displays a consistent ability to build solid relationships of trust and respect inside and outside of the organization.

• Communication—

Advances the abilities of individuals and the organization through active listening supported with meaningful oral and written presentation of information.

• Leadership—

Drives business results by aligning the vision, mission, and values to enhance business value. Is able to enlist the willing cooperation of others, while tapping into their highest skills and abilities, to achieve desired results.

RELATED COMPETENCY CATEGORIES:

• Diversity—

Appreciates and leverages capabilities, insights, and ideas across a group of individuals diverse in culture, style, ability, and drive.

• Influence—

Consistently directs situations and inspires people for an all-win environment.

• Teamwork—

Organizes work tasks, people, and resources to deliver most effectively on organization goals.

Interpersonal Competence for Career Growth

SUMMARY

In this module, you will examine the role that interpersonal relationships play in your career success. You chart the relationships that will be most critical to your success in the future and set goals for strengthening those relationships.

CONTEXT

Dale Carnegie studied the interaction of business professionals in the workplace for nearly half a century. Through thousands of participants practicing his principles in their workplace, he researched the impact of your behaviors on your colleagues' behaviors and attitudes.

The theories that Dale Carnegie first advanced in his landmark publication, *How to Win Friends and Influence People*, have been successfully applied by millions of readers and course participants. By practicing his approach of "100% responsibility" in your professional relationships, you can create more cooperative and productive work relationships.

At the completion of this module, participants will be able to:

- Chart the effect of interpersonal competence on career advancement
- Target opportunities for interpersonal competence development
- Understand Dale Carnegie's principle of 100% Responsibility

"Relationships of trust depend on our willingness to look not only to our own interests, but also the interests of others."
—Peter Farquharson