

## compas

### module 5 – workplace diplomacy – different people / different approaches

(a one-day program for groups of up to 12 people)

For delivering key accountabilities – with and through others

Getting things done via people who  
don't always respond as we would like them to

Managing up and sideways – as well as down

Exit interviews conducted in major Australian organisations continue to reveal an uncomfortable truth that we've long suspected – people don't leave companies; they leave their managers and their environments. And in many cases, that turnover (and the associated costs) could have been saved had corrective action been taken early

**compas module 5 – workplace diplomacy** goes to the heart of the problem. Through the use of profiling tools, **compas module 5** helps each participant to identify their own communication, management and personality styles as they manifest themselves within the workplace where almost all dialogue contains some degree of interpersonal negotiation

**compas** equips participants with practical tools for recognising (and respecting) others' styles. **compas module 5 – workplace diplomacy** features;

- Proven personal profiling tools (TriSigma has access to a range of instruments – selection is based on the group and specific needs)
- Practical, repeatable strategies to underpin successful negotiations that conclude with more Win: Win outcomes

- Coaching that re-inforces the need for each individual to understand their commitments so that they make smarter “Yes, I can” decisions
- Strategies for managing upwards as well as sideways and down
- Techniques for dealing with others in pressure situations

**compas module 5 – workplace diplomacy** draws its inspiration from many of the world’s great thinkers on managing interpersonal relationships. Learning principles draw from psychometric profiling, transactional analysis, situational management and principled negotiations

One of the greatest challenges facing complex organisations, and the people who run them, is the process and culture of managing collaborative responsibilities. Individual perspective can get in the way, and getting results can often seem to demand excessive amounts of frustration. One of the greatest frustrations associated with dealing with others is inherent in our greatest human characteristic – our individuality.

**compas module 5 – workplace diplomacy** is a key tool for managers and other culture-builders in organisations. It adds value to interpersonal interactions at all levels and contributes to the development of a healthy “How we all work around here” culture.

People who understand (and respect) one another achieve more of the right things!