



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: Connect with Others

SUMMARY

In this module, you will explore the impact on your professional development when you apply Dale Carnegie's principles for building trust and rapport. These nine principles form the basis for establishing respectful and understanding professional relationships.

CONTEXT

Trust is the foundation of all successful professional relationships. When you trust your colleagues, you have rapport, you are more productive, and you experience a greater degree of job satisfaction.

Most of you work in settings where your managers have high expectations of you, and where your organizations require that you do more, better, faster, with less. The best way to meet those challenges is by creating strong teams, supportive relationships, and a cooperative work environment. By beginning with establishing trust and rapport, you can develop relationships that will enable you to meet your career goals.

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

- Change their approach to gain different results
- Identify opportunities to improve business relationships
- Apply principles for building trust and rapport in relationships

"Nothing's better than the wind to your back, the sun in front of you, and your friends beside you."
—Aaron Douglas Trimble