



Interpersonal Effectiveness Learning Program Self-Assessment

Instructions:

For each item below, read the scenario and indicate which answer is the **most effective** and which is the **least effective** in the box provided.

Scenario 1

You are attending a weekly team meeting and you notice that one person is clearly having a bad day. You have a question about the meeting that you want to discuss with this person. During the break, you approach your coworker and...

- A. Ask your question about the meeting material.
- B. Ask how he/she is doing before asking your question.
- C. Ask, "What's wrong?"
- D. Since your coworker is obviously not doing well, ask someone else who can provide you the meeting information.

Scenario 1 Answer

Most Effective	Least Effective

Scenario 2

At the office one morning, you notice a coworker crying in their cubicle. You ask what is wrong and learn that they are having a crisis at home, but they are unable to leave work because they have too much to do. You...

- A. Offer to help complete their work.
- B. Offer your condolences.
- C. Offer to talk to their supervisor about dividing work among your team.
- D. Walk away without saying anything – this is a place of business.

Scenario 2 Answer

Most Effective	Least Effective

Scenario 3

Scenario 3 Answer



Your team has been working together for a number of years and everyone gets along well. While the group is productive, you feel that the team is complacent and is not open to new and innovative ideas. You...

- A. Suggest inviting new people to join your team.
- B. Assume things will get better - continue working as normal.
- C. Research ways to improve team performance.
- D. Discuss your team’s performance with non-team members.

Most Effective	Least Effective

Scenario 4

You are eating lunch with some coworkers when two of them start making fun of another coworker who is not in the room. You find this coworker to be a little “strange” – he is from a different country, talks with an accent, and even performs his job duties more slowly than he should. During the lunch conversation, you...

- A. Join in – it can’t hurt the person if he doesn’t find out; plus it’s all just for fun.
- B. Confront your coworkers about making fun of someone for being different.
- C. Stay and laugh in order to keep up appearances.
- D. Leave the conversation and finish lunch alone at your desk.

Scenario 4 Answer

Most Effective	Least Effective

Scenario 5

You are part of a departmental team (workgroup). While everyone works near one another, the team rarely interacts. Your team recently received negative feedback about the team dynamics. You...

- A. Do nothing – I prefer to work independently.
- B. Recommend a team discussion to address the pros and cons of working collaboratively.
- C. Suggest setting up a regularly scheduled team meetings designed for team collaboration.
- D. Attend a meeting(s) to address the negative feedback.

Scenario 5 Answer

Most Effective	Least Effective

Scenario 6

A member of your team comes to you and says, “I am swamped right now. Can you help me with some of my work so that I can finish my portion of the project on time?” You have a lot of work to do on this project too and face the same deadline. You respond to him by saying...

- A. “I would like to help, but I already have too much on my plate.”
- B. “Sure, I’ll drop what I am doing and help you.”
- C. “What about asking some of our other coworkers to see if they are available to help.”
- D. “Sure, let’s hold a meeting with our group to see if we can divide the work among our coworkers.”

Scenario 6 Answer

Most Effective	Least Effective

Scoring and Selecting Training

Follow the steps below to score your assessment and pick courses that can help you grow!

Interpersonal Effectiveness

Interpersonal effectiveness is the ability to build positive relationships with others. At VA, supporting Veterans and their families depends on a vast network of internal and external partners working collaboratively to meet VA’s mission. The Interpersonal Effectiveness Learning Program concentrates on three specialized areas: Empathy, Diversity and Team Building. By investing in these skills, you’ll build better relationships with your colleagues and our customers.

Demonstrates Empathy

Those who exhibit empathy have the ability to treat others with compassion and are very considerate and thoughtful. They carry themselves graciously. They build trust and commitment by their display of recognizing, appreciating and appropriately responding to others’ feelings, requests and concerns.

Do you demonstrate these skills? To find out, compare your answers to the answer key below. Each correct answer is worth 1 point. Add your points together in the “Your Score” column for each scenario. Then add your scores together to find your total score.

Scenario	Most Effective	Least Effective	Your Score (0,1,2)
1	B	D	
2	C	D	
Total =			

So how did you do? Whether you breezed through the questions or have some brushing up to do, training is available to help you grow. Use the table below to help you find a course that is right for you. Match your Total with the “Total” column to find a course.

	APPROPRIATE COURSES BASED ON SCORE (Search for these course(s) in the Talent Management System TMS, by searching for either the course name or TMS ID number)
SCORE 0-1	<u>Acting with Diplomacy and Tact</u> People who communicate with diplomacy and tact are able to inspire confidence. In this course, you'll learn about developing diplomacy and tact, avoiding meltdowns and apologizing, developing empathy, and removing personal biases. TMS# 4502110 Skillsoft .6 hour on-line
SCORE 0-1	<u>Navigating Other People's Emotions</u> Organizational and interpersonal dynamics will continually challenge your emotional intelligence. In this course, you'll learn how to recognize emotional awareness in, listen to, and empathize with others by using emotional intelligence. TMS# 4502042 Skillsoft .4 hour on-line
SCORE 2-3	<u>Administrative Support: Interacting Effectively with Colleagues</u> Regardless of the industry you work in or the boss you have, almost all the tasks you perform daily as an administrative support professional require interaction with others. Effectively interacting with others results in trust, improved morale, and respect between you and your colleagues, which in turn results in your ability to perform better in your role. In this course, you'll learn skills required of administrative support professionals to be able to interact effectively with others. Specifically, you will be introduced to the benefits of being a supportive colleague, including some best practices for doing so. You will also be introduced to techniques to use to ask for help from colleagues in a respectful and proactive way in order to accomplish your goals. Finally, you'll learn techniques to help you deal with criticism, including how to react to and act on it constructively. TMS# 4501198 Skillsoft.3 hour
SCORE 2-3	<u>Building Peer Relationships - Challenge Series</u> It is up to you to build relationships with your peers. So how can you do this? This Challenge explores the ways you can be proactive in forging good relations with your peers and how that can benefit you and the organization as a result. The learner takes the role of a professional working in the Marketing Department of a data backup services company. TMS# 3828575 Skillsoft .3 hour on-line
SCORE 2-3	<u>Acting with Diplomacy and Tact</u> People who communicate with diplomacy and tact are able to inspire confidence. In this course, you'll learn about developing diplomacy and tact, avoiding meltdowns and apologizing, developing empathy, and removing personal biases. TMS# 4502110 Skillsoft .6 hour on-line
SCORE 2-3	<u>Cultivating Relationships with Your Peers</u> Developing and maintaining relationships with your peers at work can lead to success for both you as an individual, and for your organization. A supportive peer network can provide you with a wide variety of expertise and institutional knowledge, and enable you to leverage other people's networks. TMS# 4501272 Skillsoft .4

	hour on-line
SCORE 2-3	<u>Becoming More Professional through Business Etiquette</u> Your reputation often precedes you in any work environment. It can define your credibility, impact your career opportunities, and shape your relationships with your colleagues. In this course, you'll learn the basics of how to act professionally and practice proper business etiquette. You'll learn how to project a professional image, both in your appearance and in your workspace décor. Finally, you'll learn how to ensure your personal activities, including your social media presence, don't negatively impact your work reputation. TMS# 4501455 Skillsoft .3 hour
SCORE 2-3	<u>Rebuilding Trust</u> Trust is one of the most important elements of a productive working environment but can easily be broken. Broken trust won't just disappear, but needs to be rebuilt. This Business Impact explores what trust is and the ways to rebuild trust once it has been broken. TMS# 3768922 Skillsoft .1 hour
SCORE 4	<u>Personal Conflict Styles</u> Everyone has their own unique personality style. They also have a preferred style for dealing with conflict. Do you avoid conflict? Or do you take charge in a conflict situation? Perhaps you have a more cooperative approach? When working with others who have different styles, and when facing different conflict situations, we all have to adapt. In this course, you'll learn about the different conflict styles, including when and how to use them. You'll find out about the importance of adapting your style in response to others' styles and the particular situation you're in. Finally, you'll learn how to deal with a difficult individual in a conflict situation. TMS# 2157038 .5 hour on-line
SCORE 4	<u>Emotional Intelligence at Work - Challenge Series</u> When the unexpected happens, how you respond to a frustrating situation can make a big difference in its outcome. This Challenge Series exercise explores how emotional intelligence competencies can help individuals deal with complicated situations at work. The learner plays the role of a product manager at an electronics manufacturing company. TMS# 3788314 Skillsoft .3 hour on-line
SCORE 4	<u>Facilitating Work-related Conflict Discussions</u> This course is a 4-minute real-world, scenario-based video. Project team conflict isn't always interpersonal in nature. Sometimes, it's work-related. This impact explores work-related conflict. TMS# 1326956 Skillsoft .1 hour

Fosters Diversity and Inclusion

When you appreciate and encourage an environment full of a variety of ideas, opinions and insights, you foster diversity and inclusion. This means contributing to an atmosphere of open communication and inclusiveness. You avoid stereotypical responses and behavior. While we know biases exist, the best way to deal with them is to acknowledge them, and then cast them aside in favor of respecting differing values and perceptions of others.

Do you demonstrate these skills? To find out, compare your answers to the answer key below. Each correct answer is worth 1 point. Add your points together in the “Your Score” column for each scenario. Then add your scores together to find your total score.

Scenario	Most Effective	Least Effective	Your Score (0,1,2)
3	A	B	
4	B	A	
<i>Total =</i>			

Use the table below to help you find a course that is right for you. Match your Total with the “Total” column to find a course.

	APPROPRIATE COURSES BASED ON SCORE (Search for these course(s) in the Talent Management System TMS, by searching for either the course name or TMS ID number)
SCORE 0-1	<u>Understanding Workplace Diversity</u> This course is a 7-minute real-world, scenario-based video. Differences and similarities of ethnic, cultural, and family background are only part of a comprehensive approach to workplace diversity. Here we consider additional elements that are crucial aspects of the diversity mixture in today's business world. TMS# 1325054 Skillsoft .1 hour
SCORE 2-3	<u>The New Inclusion Quotient- the New IQ</u> This training will facilitate the Learner's understanding and application of 5 Habits of inclusion in the workplace which positively impact organizational and team performance. The New IQ refers to inclusive intelligence and consists of 20 questions identified through a rigorous factor analysis trial of OPM's Employee Viewpoint Survey (EVS) questions. These 20 EVS questions had the highest correlation to inclusive environments of the 87 questions tested. The 20 questions are grouped into 5 Habits of inclusion, “F.O.C.S.E” (Fair, Open, Cooperative, Supportive, Empowering). Furthermore, the 20 EVS questions are referred to in our research as “behaviors”. The New IQ is built upon the concept that individual behaviors, repeated over time, form the habits that create essential building blocks of an inclusive environment. These behaviors can be learned, practiced, and developed into habits of inclusiveness and subsequently improve the inclusive intelligence of organizational members. The URL for this training video is located at: https://www.youtube.com/watch?v=xXU2czYzfbI
SCORE 2-3	<u>Your Role in Workplace Diversity</u> To understand and appreciate diversity in the workplace, you must develop an understanding of yourself and the ways in which you and others view the world. Your ability to use a variety of strategies to effectively deal with diverse situations is very important. Equally important is the ability to share these effective strategies openly

	and leverage the diversity that exists within the organization. In this course, you'll explore strategies to help you become aware of your attitudes toward diversity, increase your acceptance of diverse cultures, people, and ideas, and become an advocate for diversity within the workplace. TMS# 4501270 Skillsoft .5 hour on-line
SCORE 4	Managing Diversity 15-minute interactive, media-rich case study focused on content analysis, problem solving and decision making. Leveraging diversity is a key for all organizations. This Challenge examines how diversity elements relate to business strategy. TMS# 1327033 Skillsoft
SCORE 4	Leading a Cross-functional Team Many organizations have discovered the advantages of using cross-functional teams to accomplish their goals. While the diversity inherent to these teams can present certain challenges, successfully managing cross-functional teams is worth the reward. In this course, you'll learn about the benefits of cross-functional teams. You'll also learn about the various development stages of cross-functional teams and the risks at each stage. Finally, you'll learn about the key abilities a cross-functional leader should have and best practices for cross-functional team success. TMS# 4501348 Skillsoft .5 hour

Contributes to High-Performing Work Teams

Think about a time when your team was firing on all cylinders. Do you remember how good that felt? Do you remember how easy it was to work within the team? When you contribute to a high-performing team, you find ways to contribute to the team goals. You support your teammates, share information and knowledge, and promote cooperation and collaboration among all team members.

Do you demonstrate these skills? To find out, compare your answers to the answer key below. Each correct answer is worth 1 point. Add your points together in the "Your Score" column for each scenario. Then add your scores together to find your total score.

Scenario	Most Effective	Least Effective	Your Score (0,1,2)
5	C	A	
6	D	A	
Total =			

Use the table below to help you find a course that is right for you. Match your Total with the "Total" column to find a course.

	APPROPRIATE COURSES BASED ON SCORE (Search for these course(s) in the Talent Management System TMS, by searching for either the course name or TMS ID number)
SCORE 0-1	<u>Building the Foundation for an Effective Team</u> The way in which a team is built is an important factor in determining team success. Leading a team quickly and smoothly into high performance mode requires the groundwork of pulling the right team together, setting team goals, and defining the standards of team behavior. In this course, you'll learn about the five stages of team development and strategies for selecting high-performing team members most suited for your project or team. You'll also learn about laying the foundation for a successful team, including setting team goals, assigning roles to individual team members, and defining specific guidelines that outline how team members should behave to minimize conflict and optimize team performance. TMS# 4501344 Skillssoft .5 hour
SCORE 0-1	<u>Building and Leading Teams</u> 32-minute interactive, media-rich case study focused on content analysis, problem solving and decision making. Leading a team requires facilitating effective interaction between team members. This Challenge examines the importance of maintaining team participation and commitment in order to overcome obstacles collectively. TMS# 1345913 Skillssoft .3 hour
SCORE 0-1	<u>Choosing the Right Team Culture</u> 15-minute interactive, media-rich case study focused on content analysis, problem solving and decision making. Every company has its own unique corporate culture, and work groups have their own cultural norms, too. This Challenge highlights three of the more common organizational culture types and allows learners to explore which is the most suitable under prescribed personal conditions. TMS# 1327070 Skillssoft .3 hour
SCORE 0-1	<u>Strategies for Building a Cohesive Team</u> Team cohesion, or the strength of the links between team members, determines how effective a team will be, especially in responding to outside pressures. A team has to be cohesive if its members are to function as a unit, working closely and efficiently to achieve common goals. In this course, you'll learn how to build a more cohesive team by focusing on improvements in three areas: communication, cooperation, and trust. You'll learn specific strategies for improving communication and promoting cooperation among team members. You'll also learn what signs suggest a lack of trust on a team and what you can do about this, including specific techniques you can use to build trust. TMS# 4501350 Skillssoft .5 hour
SCORE 2-3	<u>Effective Team Communication (CDN)</u> This course offers an overview of how to foster a team environment and the importance of having open and supportive communication. The participant will recognize barriers to team productivity and communication and explain how to overcome those barriers. VA 3937074 1 hour

SCORE 2-3	<p><u>Encouraging Team Communication and Collaboration</u> Establishing a successful team involves ensuring that team members can communicate with you and with one another and that they will work as a team rather than as individuals. Clear channels of communication are required for both on-site and virtual teams. In this course, you'll learn techniques for encouraging effective communication and overcoming communication problems. You'll also learn strategies for encouraging team collaboration. Finally, you'll learn about tools and technologies that are commonly used for virtual team communication and key considerations for establishing virtual communication guidelines. TMS# 4501346 Skillsoft .5 hour</p>
SCORE 4	<p><u>Developing a Successful Team</u> Anyone who has worked in a project or team environment will tell you that team dynamics make a huge difference in the working environment. Developing effective project teams is one of the primary responsibilities of a team leader. In this course, you'll learn how to develop the team culture early on by establishing team member competencies and working to improve team dynamics. You'll also learn about methods used to encourage team participation and motivation and increase team members' commitment. Finally, you'll learn about the importance of assessing and improving team performance. TMS# 4501345 Skillsoft .5 hour</p>
SCORE 4	<p><u>Unleashing Personal and Team Creativity</u> Believe it or not, everyone has the potential to be creative. If you're struggling to express your creativity then something is getting in the way. The good news is that these barriers can be overcome. At work, it can be especially difficult for individuals to express themselves freely and interact in teams. But with the right approach and techniques, team leaders can provide a safe space that allows everyone to share and contribute their ideas. This course describes personal barriers to creativity and how to overcome them. It provides strategies for enhancing creativity in the workplace. In addition, it outlines key requirements for promoting creativity in a work environment. And it explores techniques for fostering creativity in teams, including brainstorming and role playing. TMS# 4501515 Skillsoft .5 hour</p>
	<p>For Additional Interpersonal Effectiveness Resources, Including Courses, Books, and Audio Books...</p>

...Please Refer to the Interpersonal Effectiveness Additional Resource Guide

