



Developing Leadership Competencies

4. INTERPERSONAL RELATIONS-continued



positive relationship. Brainstorm ideas on how to improve this relationship with people who you believe have valuable insights into this individual's style. Implement actions that show an interest in improving this relationship.

- Seek points of agreement and make an effort to point out areas of consensus, not just differences.
- Find ways of recognizing others simply and quickly after their positive action/behaviours.

Public Service Courses

- Interpersonal Communication Skills (P607 - Training & Development Canada)
- Managing Human Performance (CCMD)
- Leading for Results (CCMD)
- Career and Learning Decisions for Better Results - Taking Charge (CCMD)
- People Oriented Management (0530 - Statistics Canada)
- Effective Leaders/Effective Employees: A Workshop on Managing Performance (0502 - Statistics Canada)
- Public Consultations and Citizen Engagement (T418 - Training and Development Canada)
- People Oriented Management (T416 - Training and Development Canada)
- Mediating Conflict (T905 - Training and Development Canada)
- Staff Relations for Supervisors and Managers (P403 - Training and Development Canada)

Books

- ***Primal Leadership: Realizing the Power of Emotional Intelligences***, Goleman, McKee, Boyatzis (Harvard Business School 2002)
- ***Getting to Yes***, Roger Fisher, William Ury and Bruce Patton