

Director

- Use persuasion to gain support for initiatives
- Handle delicate negotiations with client and stakeholder groups
- Make interpersonal decisions in a sensitive manner

Director General

- Use diplomacy to find solutions where there are conflicting interests
- Foster a positive interpersonal climate/culture within the directorate
- Advance the sector's interests adroitly without arousing hostility
- Promote harmony and consensus across divergent interests and opinions

## Public Service Courses

- **Interpersonal Communication Skills** (P607 - Training & Development Canada)
- **Cultural Diversity and Communication** (Z085 - Training & Development Canada)
- **Supervisors Orientation Program** (G501 - Training & Development Canada)
- **Fundamentals of Supervision - Level 1 and 2** (Z101 - Training & Development Canada)

## On-the-Job Actions to Develop in Interpersonal Relations

- Ask questions that draw out the needs, interests, concerns and objectives of others (this shows an interest in others, and helps you gain insights).
- Identify an individual with whom you wish to develop a more positive relationship. Brainstorm ideas on how to re-build this relationship with individuals who you believe have valuable insights into this individual's style. Implement actions that show an interest in re-building 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.

