



TriMetrix®HD Frequent Interaction with Others

Frequent Interaction with Others

A strong people orientation, versus a task orientation. Dealing with multiple interruptions on a continual basis, always maintaining a friendly interface with others.

Why is this behavior important?

Some positions require employees to sit behind a desk and work on a computer with little opportunity for interaction with other people. But in most jobs, Frequent Interaction with Others isn't only important, but essential!

Whether you are answering the occasional phone call from suppliers or providing customer service in a call center, you must be comfortable and efficient in your interaction with others. How you are perceived by other people, how you react to other people and how you manage the outcome of your interactions with others are all essential to doing a job effectively. Regardless of your position, it will help you greatly if you present a public persona that is calm, un-biased, open, engaged and efficient. The only way you can present this persona is to develop the characteristics that will enable you to become it.

Depending on your position, the intensity level and purpose of your Frequent Interaction with Others will vary. Some particularly high-intensity positions include nurses, customer service representatives and teachers. Some lower-intensity positions include network administrators, artists and some types of accountants. It is a human characteristic that we form ourselves into groups and networks, so it is only natural that each of us must interact with other people in order to survive. However, the duration of these interactions will be different for each person and each job.

Your comfort level in interacting with others is largely part of a natural predisposition or aversion to it. But fortunately, with practice you can cultivate outward skills such as patience, communication ability, empathy and extroversion. In addition, you can work your hardest to avoid prejudice, and become more accepting and understanding of others. These skills will help you become more comfortable and effective at Frequent Interaction with Others.

What behavioral characteristics are associated with Frequent Interaction with Others?

Someone who has characteristics associated with Frequent Interaction with Others:

- Is able to communicate with different types of people in appropriate manners.
- Has a genuine interest in the wants, needs and desires of other people.
- Has a strong empathetic ability.
- Has a lack of prejudice.
- Has patience combined with excellent listening skills.

How do you develop your own abilities in Frequent Interaction with Others?

- Convince yourself that you're the expert in your field and be confident.
- Find a way to have a third party introduce you to a new contact before you have a conversation with the new individual.
- Practice being polite and calm as you interact with others.
- Give and take during conversations with others. Listen as much as you talk.
- Stay in control of the topic and time of meetings you initiate.
- Prepare agendas, presentation handouts and notes to help you guide discussions.
- Manage your emotions when interacting with others.
- Be empathetic. Try to imagine what thoughts and emotions others bring to interact with you.
- Present an outgoing, positive persona. People will react better to you if they are greeted with a smile and dealt with pleasantly.
- Always put the person with whom you are interacting above phone calls or other interruptions.
- Be organized. If your job requires Frequent Interactions with Others, you will likely be interrupted often. Keep your paperwork organized and your desk neat in order to find relevant documents easily.
- Work to develop your questioning skills. Make sure you draw out of other people information about their key interests and issues.
- Adjust how and what you communicate with and what you expect from different people depending on their age, experience level, education, behavioral style, etc.
- Treat everyone fairly. Don't make assumptions about people based on external factors such as gender, race or even rumors.
- Learn from the common ingredients in your interactions with others. Are certain types of interactions required for your daily job? Are there patterns to how people treat you? Are there patterns to your reactions?
- Respect other people's values, goals and desires. Try to communicate with people about these factors. You will be better able to accommodate their requirements as well as your own.
- Ask for constructive feedback on how you interact with others. See if your manager, close friends or peers can give you ideas about how to improve and encourage you on things you already do well.

Frequent Interaction with Others

Activities

Activity 1: Learning from Experience

Think about recent times that you have dealt with customer service representatives who spend all day frequently interacting with others.

What did the representative do right? _____

What did the representative do wrong? _____

How would you describe the representative's attitude toward you? Toward their job?

How did the representative approach you? _____

What could the representative have done better? _____

What can you learn from observing others that will help you become better at Frequent Interaction with Others?

Activity 2: Regular Interactions

What types of interactions do you have with people on a regular basis? List at least five ways/occasions in which you interact with others daily. Which of these interactions occur more frequently than once per day?

Interaction with Others	Frequency
1	
2	
3	
4	
5	

Activity 3: Improving Frequent Interactions

Think of some ways you can control Frequent Interactions with Others while staying open and positive. Controlling frequent interactions means you are keeping consistency and organization to the process of interacting with others by controlling your responses and reactions to others. For each of the interaction types you listed in Activity 2, answer the following questions:

1. Why is this type of interaction essential to my job?
2. What is the purpose of this type of interaction?
3. What is consistent every time I have this type of interaction? (e.g. the person who calls, the reaction I have, the response required, etc.)
4. What can I do to make my responses in this type of interaction more effective?

Activity 4: Interacting with a Variety of People

Have you ever interacted and/or worked with someone who was much more educated than you? Much less educated? What about someone much wealthier than you? Less wealthy? Think of a recent time in which you interacted with someone much different from you.

How did you determine the differences? _____

What assumptions did you make about the person? _____

What assumptions do you believe they made about you? _____

Was it easy or difficult for you to communicate with this person? Why?

How could you have managed your interaction with that person better?
