

The formula for interpersonal excellence:

How three straight A's can deliver remarkable results

As communicators working with industry leaders spanning the globe, we're often asked what successful organisations have in common.

The answer is simple... *people*.

Of course, *people* are also the thing all unsuccessful organisations have in common too.

The ability to build effective relationships then is a tremendous skill. If only there was a simple formula for developing interpersonal excellence...

We think there is. It involves getting three straight A's. And the good news is, making the grade is something we can all achieve.



Awareness

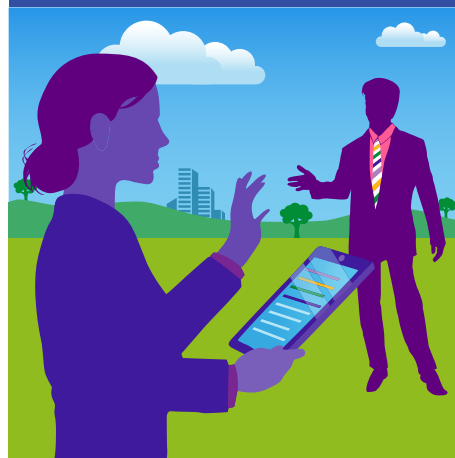


Ever wondered why we get on brilliantly with some people but can't seem to connect with others? The first 'A' that helps is Awareness... self-awareness. We need to understand ourselves: What motivates us? When are we our most successful? When are we least powerful? What's our communication style and what drives us crazy?

Understanding our strengths and limitations is foundational to building interpersonal excellence. Because the world is full of people who aren't alike - perhaps as many as 97 in 100. We all have different habits, feelings, beliefs, attitudes, desires and values.

It's time to get another 'A'...

Astuteness



Mastery of the next 'A', Astuteness, is all about the ability to both notice and 'read' others.

What makes another person tick or ticks them off? How do they like to communicate? One person's desire for detail can drive another to distraction.

The result? Neither get their needs met and the relationship suffers - hardly a recipe for interpersonal excellence.

Which brings us to that third 'A'...

Agility



'Treat others as you wish to be treated.' While it's a familiar phrase, it's also flawed. It would be true were everyone the same, but they're not.

Our third 'A' in the formula for interpersonal excellence then, centres around what we've coined the 'platinum partnering principle'. That's all about being agile enough to 'treat others as they wish to be treated'.

Agility is the ability to adjust your preferred ways of working to meet the needs of another, without being inauthentic. That may mean tailoring what and how you communicate to meet another person's needs and build a great relationship, that works well for both parties.

The journey to interpersonal excellence



Mastering these three straight A's begins with an activity designed to enhance self-awareness.

Drawing on the proven diagnostic tool, DISC, we explore a common, foundational, language upon which powerful conversations are built.

Next we examine how to harness the insights generated by DISC to enhance business relationships. The most effective way we've found to achieve this is in a team setting. This allows participants to explore each team member's strengths and blind spots. This starts increasing astuteness and agility to create more effective ways of working.

We are critical of approaches that encourage participants to wear their 'personality type' like a badge of honour, then use it to excuse poor behaviours; or programmes that stop at the self-awareness stage, without going on to answer the 'so what?' question.

Instead we focus on how to *apply* the three straight A's to achieve the best possible outcomes for individuals, teams and business performance.

Finally, through one-to-one coaching, we partner participants to co-create strategies that improve outcomes in their real working world.

Results

Axiom's three straight A's approach has delivered remarkable outcomes for leading organisations in the Pharmaceuticals, Medical, Engineering and Financial Services sectors, amongst others, as well as in the world of Elite Sport.

"There's been a dramatic increase in self-awareness within our business, and I've seen my leadership team proactively leaning in and really making visible changes to how they lead and communicate."

Craig Armstrong President, Scan-Pac

Awareness, Astuteness and Agility show up wherever interpersonal excellence influences impact. So whether your organisation is looking for more versatile leaders, greater levels of engagement, improved teamwork, more effective negotiation, greater levels of psychological safety, or enhanced sales, Axiom's three straight A's can help.

To find out more about how we can help you, simply contact us:

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