

Interaction Effectiveness Learning Theory Overview

In organizational life, the ability to achieve results depends to a great extent on the ability to work with and through other people. This seminar focuses on innate qualities and interaction skills that are invaluable in dealing with others – in gaining commitment and cooperation of colleagues and superiors. The identification and balanced use of these qualities will greatly enhance seminar participants' personal and professional effectiveness.

The seminar materials are designed to do much of the teaching – participants will be actively involved in how they choose to learn and apply skills.

Experience shows that people learn best if they understand at every point in a seminar *what* they're learning, *why* they're learning it, and *how* they will personally benefit from what they're learning. The information in this overview details how seminar facilitators will guide the participant's learning and respond to their needs and concerns. The Interaction Effectiveness approach provides just such skill development opportunity.

Like all training programs, however Interaction Effectiveness can't make people change their behavior except in ways that they *want* to change it. Therefore the process of teaching the "how" of innate quality use must also influence, or at least accommodate, the participants' beliefs and attitudes about management. In other words, unless participants are able to see, and believe in, the connection between what they learn and their own innate qualities, the promise that the program hold will remain unfulfilled.

Many organizations acquire techniques for improving the effectiveness and performance of others by chance or by "hit or miss" experience. They seldom get the opportunity to learn and practice a systematic set of innate skills specifically to achieve this purpose.