



Competencies that are addressed:

PRIMARY COMPETENCY CATEGORIES:

- **Teamwork—**

Organizes work tasks, people, and resources to deliver most effectively on organization goals.

- **Accountability—**

Demonstrates personal responsibility. Holds self and others accountable for outcomes that are in alignment with the direction of the organization.

- **Interpersonal Skills—**

Displays a consistent ability to build solid relationships of trust and respect inside and outside of the organization.

RELATED COMPETENCY CATEGORIES:

- **Communication—**

Advances the abilities of individuals and the organization through active listening supported with meaningful oral and written presentation of information.

- **Adaptability—**

Open-minded to new ideas. Demonstrates flexibility when faced with changes in work expectations and environment. Responds to situations while maintaining a positive attitude.

- **Attitude—**

Maintains a friendly, positive, and enthusiastic outlook.

Interpersonal Competence: Enhance Teamwork

SUMMARY

Dale Carnegie's second set of Human Relations Principles are devoted to taking individual action that will encourage and promote successful teamwork. In each of these principles, you practice the art of setting aside your own personal agendas to achieve team unity and cohesion.

CONTEXT

Most careers today depend on teamwork. This includes the ability to reach out and communicate with others, understand their points of view, and work with others cooperatively to achieve organizational goals.

The essence of professional success lies in your ability to perform successfully as a member of a team. Understanding your role, mission, and the strengths and motivations of your team members are all part of becoming a highly productive team member.

At the completion of this module, participants will be able to:

- Chart their experience and success when working in teams
- Identify opportunities to improve involvement and cooperation
- Apply principles for gaining willing cooperation and engagement

"Relationships of trust depend on our willingness to look not only to our own interests, but also to the interests of others."

—Peter Farquharson