

**MANAGEMENT PRACTICE CODES****LOCAL INTERACTION STRATEGIES****CLASSIFICATION (SYSTEM PARAMETER)**

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| <ul style="list-style-type: none"> <li>▪ Apology</li> <li>▪ Be enthusiastic</li> <li>▪ Be friendly</li> <li>▪ Be timely</li> <li>▪ Body language</li> <li>▪ Build community</li> <li>▪ Coaching</li> <li>▪ Connection</li> <li>▪ Facilitate</li> <li>▪ Humor</li> <li>▪ Make time</li> </ul> | <ul style="list-style-type: none"> <li>▪ Mediation</li> <li>▪ Open door</li> <li>▪ Openness</li> <li>▪ Pitching in</li> <li>▪ Playfulness</li> <li>▪ Praise</li> <li>▪ Quality of Interaction</li> <li>▪ Reciprocity</li> <li>▪ Relationship building</li> <li>▪ Relationship-personal</li> <li>▪ Respect</li> <li>▪ Role models</li> </ul> | <ul style="list-style-type: none"> <li>▪ Say thank you</li> <li>▪ Seeking assistance</li> <li>▪ Show appreciation</li> <li>▪ Step in</li> <li>▪ Support</li> <li>▪ Support network</li> <li>▪ Teaching</li> <li>▪ Teambuilding</li> <li>▪ Treat them right</li> <li>▪ Trust</li> </ul> |
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- a) Be approachable
- b) Pitch in
- c) Seek assistance
- d) Reciprocate
- e) Show appreciation
- f) Give respect
- g) Give praise
- h) Say thank you
- i) Coach/mentor

**CONNECT**

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|--|---|--|
| <ul style="list-style-type: none"> <li>▪ Clear expectations</li> <li>▪ Email</li> <li>▪ Explanation</li> <li>▪ Fax</li> <li>▪ Get report</li> <li>▪ Give information</li> <li>▪ Give report</li> <li>▪ Information accuracy</li> </ul> | <ul style="list-style-type: none"> <li>▪ Information flow</li> <li>▪ Involved</li> <li>▪ Involvement</li> <li>▪ Let them tell me</li> <li>▪ Let them vent</li> <li>▪ Listening</li> <li>▪ Memo</li> <li>▪ Emissary for administrator</li> </ul> | <ul style="list-style-type: none"> <li>▪ Non Face to Face</li> <li>▪ Participation in decisions</li> <li>▪ Posted</li> <li>▪ Reports</li> <li>▪ Rumors</li> <li>▪ Suggestion box</li> <li>▪ Verify meaning</li> <li>▪ Written notes</li> </ul> |
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- a) Listen
- b) Give or share information
- c) Receive information
- d) Explain
- e) Verify meaning

**EXCHANGE INFORMATION**

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|--|---|--|
| <ul style="list-style-type: none"> <li>▪ Advocate</li> <li>▪ Argue-constructive</li> <li>▪ Asking questions</li> <li>▪ Brainstorming</li> <li>▪ Change mental models</li> <li>▪ Confronts</li> </ul> | <ul style="list-style-type: none"> <li>▪ Direct observation</li> <li>▪ Feedback (give/receive)</li> <li>▪ Framing/Reframing</li> <li>▪ Interpretation/labeling</li> <li>▪ Make suggestion</li> <li>▪ Pay attention</li> </ul> | <ul style="list-style-type: none"> <li>▪ Persuade</li> <li>▪ Sensemaking</li> <li>▪ Sensitivity</li> <li>▪ Stand up to supervisor</li> <li>▪ Suggest alternatives</li> <li>▪ Testing the waters</li> </ul> |
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- a) Pay attention
- b) Ask questions
- c) Give feedback
- d) Receive feedback
- e) Suggest alternative
- f) Sensemaking

**COGNITIVE DIVERSITY**