

RSI@Work™

Relationship Systems Intelligence



Beyond Emotional Intelligence—relationship with oneself—and Social Intelligence—relationship with other—lives Relationship Systems Intelligence, where the focus is on the collective wisdom of the group, team or system.

Overview

Constant change is the new norm. Thanks to the internet which facilitates global collaboration 24/7, work that was once performed by individuals is now being tasked to teams. The increase in numbers of knowledge workers who must share information, insights, learning and best practices in order for companies to succeed, further stresses communication channels.

So how can organizations create a work environment that supports complex human interactions, embraces conflict, retains valuable knowledge workers and change at the speed of light while remaining profitable and productive? Through increasing the Relationship Systems Intelligence (RSI) of individuals and teams.

"Plan on educating my staff on the points I learned from class"

"Learn and communicate with staff about their motivation and commitment"

"Create an atmosphere of communication"

"I really enjoyed this class. I felt like the information was perfect for me and I will carry the lessons out to help me make successful changes."

-Participants from Charlotte AHEC



Emotional Intelligence



Social Intelligence



Relationship Systems Intelligence

During this course, you will begin to refine your Relationship Systems Intelligence, then learn how to leverage tools to tackle some of the common ailments that plague work places:

- Δ Ineffective and toxic communication
- Δ Low team morale and burnout
- Δ Conflict avoidance and non-resolution
- Δ Lack of creativity and productivity
- Δ Confusion about roles on a team

Results of RSI@Work

- Δ Teams and individuals are better equipped to handle mergers, acquisitions, downsizing and growth.
- Δ Teams and individuals will be more resilient, positive and fearless in the face of conflict.
- Δ Individuals will be more engaged, inspired and adept at navigating politically-charged situations.
- Δ Understand what your organization, team, or partnership wants from you and your colleagues.
- Δ Identify the sources of negativity in a team, and what to do to help team members choose a more productive way to relate with one another.
- Δ Create a culture of positive interaction and high achievement. Build morale, increase productivity, and have more fun at work.
- Δ Re-inspire your team or your direct reports. Renew their motivation and sense of purpose. Re-energizes their efforts and jump-start their creativity.
- Δ Take in the whole picture of your organization, and understand the experiences being had by other individuals or departments.
- Δ See how individuals and departments impact one another, and identify possible improvements.
- Δ Address negative practices and beliefs that can “haunt” organizations that have long histories.



Relationship Systems Intelligence focuses on the entire group, team, organization or partnership. Mastering the skills to access that intelligence will exponentially increase your impact in the workplace.

S.T.A.R. Resources is headquartered in Charlotte, North Carolina. (S.T.A.R is a powerful acronym for Strategic Teams Achieving Results.) We are experts at teaching individuals the skills to earn more, achieve more and organizations to produce more. STARR inspires, teaches, molds and guides leaders and groups within corporations, small business, government, healthcare agencies and non-profit organizations create environments where people want to work!

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12 CCEUs