

NAHRO

The National Association of Housing and Redevelopment Officials

NATIONAL CONFERENCE

**An Interpersonal Toolkit:
Fundamentals of mastering Self, Relationships & Actions**

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**Hyatt Regency Hotel
Atlanta, Georgia**

The University of Georgia
Fanning
INSTITUTE

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JOHN H. JEFFREYS

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John Jeffreys joined The University of Georgia J.W. Fanning Institute for Leadership in 1994 as a Leadership Development Associate; currently he is Senior Public Service Associate. His major responsibilities are conducting leadership seminars and developing curricula. Current concentrations include grassroots community leadership statewide and new instructor development.

Previously with the University's Carl Vinson Institute of Government for 22 years, he trained government officials at all levels. Audiences included mayors, councilpersons, county commissioners, judges, tax commissioners, state legislators, public safety and other state agency personnel. Additionally, he has facilitated workshops for hospital, recreation and parks and other city/county personnel. Jeffreys was a recipient of the 1998-99 Walter Barnard Hill Award for Distinguished Achievement in Public Service.

Jeffreys served eight years as a Clarke County commissioner and a term as president of the Association County Commissioners of Georgia. He also served in a variety of positions at the national level of the National Association of Counties, and has been active in local community volunteer organizations for many years.

The Atlanta Project (TAP), for which he served as a lead trainer, showcased his instructional skills. He served as a facilitator for the year-long inaugural class of the Community Leadership Association's Leadership USA. He also serves on the national advisory board for the National Leadership Forum, Colorado chapter. Jeffreys holds a Master's degree in Public Administration and has completed all work, except the dissertation, toward a doctorate in Public Administration (ABD).

Session Description

An Interpersonal Toolkit: Fundamentals of Mastering Self, Relationships and Actions.

This interactive session will provide a how-to course in improving relationships among staff. The session also will address the basics of interpersonal relationships to assist the public housing agency in the provision of service to residents and the community at large. The presenter will use exercises that will actively involve session attendees in the learning process.

Training Objectives

- **Explore the application of tools to improve relationships.**
- **Create a caring culture in the organization.**
- **Improve conversation and dialogue in the work place.**

- **Envision what might be in your organization’s future when its leaders lead in an unethical way. Share your thoughts.**

True _____

False _____

- **Addressing conflict, anger, fear, and disrespect for your customer is less important than dealing with other administrative matters.**

True _____

False _____

- **The responsibility for Mastering Self as a contributor to poor staff relationships rest with the individual only.**

True _____

False _____

- **Interpersonal relationships in the work place require the development of embracing skills in caring behavior, practicing coping, conversations, dialogue and appreciative inquiry.**

True _____

False _____

- **Creating a culture of trust in our organization today is easy because respect for others is high.**

True _____

False _____

- **Conflict is a major contributor to the lack of improved interpersonal relationships in our organization. It is due, in part, to the lack of respect for the work of other professionals and non professionals in the same organization.**

True _____

False _____

- **The appearance of impropriety, lack of professionalism, lack of respect for residents, and questionable values have made it impossible to achieve a goal of improving sustained relationships with staff, partners and residents (your customers).**

True _____

False _____

- **Collaboration in the Housing Authorities at the local level is easy to achieve because goals are compatible, commitment is strong and “turf guarding” is not as bad as it was in the past.**

True _____

False _____

Improving Relationships With Staff and the Community

- **Look at the big picture.**
- **Be open-minded.**
- **Be flexible and adaptable.**
- **Be a risk (calculated) taker.**
- **Manage conflict and respect different points of view.**
- **Maintain relationships where trust levels fall.**
- **Show why dialogue and deliberation matter.**

Roles You Might Assume to Improve Relationships

- 1. Interpersonal**
- 2. Informational**
- 3. Decisional**

How to Contact the Presenter

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The presenter has worked with state housing authority associations, resident associations, administrative staff, commissioners, and departments within housing authority organizations.