

Introduction

Highly developed interpersonal skills have never been more important. Relating well to others is increasingly a casualty of our high-tech world that brings us smaller and smaller devices and fewer and fewer opportunities to master the complex skills of human relations.

This card deck has been created for you to explore the 100 tools found in the book, *Your Invisible Toolbox: The Technological Ups and Interpersonal Downs of the Millennial Generation* by Rowena Crosbie and Deborah Rinner.

Divided into five separate color-coded sections, the tools presented match the chapters of the book. Use this toolbox to challenge yourself to improve your own skills or to engage with others and learn in a community.

Using the Cards

Some people prefer a structured and linear approach to learning. Others dive in wherever their attention is directed. Still others rely on inspiration to guide them to a relevant topic.

This card deck and the book, *Your Invisible Toolbox: The Technological Ups and Interpersonal Downs of the Millennial Generation* by Rowena Crosbie and Deborah Rinner, were created with all learning styles in mind.

Enjoy this card deck and the companion book with whatever method appeals to you. After you are familiar with the content, we encourage you to use these tools as you would any toolbox. Each tool has many applications. They can be used

Instructions

The cards are color-coded so they can be used as circumstances demand.

- Part I is designed to help you engage with people throughout the day.
- Part II contains tools for improving how you present yourself.
- Part III is for individuals who have the opportunity to work cross-culturally.
- Part IV is tools for people in formal and informal leadership roles.
- Part V provides support for setting new goals for personal growth.

Choose one card or investigate several in a single sitting. Work independently to improve your skills or work in a community with others to explore these tools together. The only limit is your imagination.

Part I: Tools for Interacting With Others

An interest in mastering the skills and tools of human relations in business is nothing new. What is new is how complex the environment is for businesses today. In a high-tech interconnected world, the challenge is greater and the stage is bigger. In the past, communication was largely one-way and change occurred at a manageable pace. Technology changed all that.

The skills that led to success in the past are being challenged and replaced with new models of interacting. The business people who will succeed are those who master a new set of skills for interacting effectively with others.

In this section of the card deck, we examine the tools for interacting effectively with

The ability to deal well with conflict is a rare skill. Hardwired at birth for fight or flight, we default to aggressive or passive behaviors that produce only losers and no winners. The single biggest thing that characterizes conflict is heightened emotions.

How can you manage your own emotions in the heat of a conflict?

Talk about a conflict that was handled well
and that led to useful progress.

YOUR INVISIBLE TOOLBOX
Shift your emotional state

*Your Invisible Toolbox: The Technological Ups and
Interpersonal Downs of the Millennial Generation*

Part IV: Tools for Leaders

The fascination with millennials has led to the publication of a staggering number of books, articles, and training programs designed to understand the members of this new largest generation to enter the workforce and provide guidance on how to lead them.

What about when the tables shift and the millennials are called upon to lead?

Millennials will be called to lead in organizations where the pace of change is breathtaking. As leaders, they will be faced with challenges they've never seen in the past and no leaders that preceded them have dealt with.

We have all seen examples of passionate people who outperform individuals with greater technical skills. Leaders who match individuals to jobs they are not only skilled in, but also motivated to do, will achieve greater success.

What motivates you to do a good job?
What does that tell you about human motivation?

When has using incentives and penalties not resulted in desired behaviors?

YOUR INVISIBLE TOOLBOX

Tap internal motivation

*Your Invisible Toolbox: The Technological Ups and
Interpersonal Downs of the Millennial Generation*