

Relationship Intelligence

TEAM The best version of your team

PSL
PEOPLE STRATEGY LEADERSHIP

Taking your people to the next level

You can describe and over time develop the
meaning of being the best version of your team.
It's powerful and so simple.

The resources we provide will help you.

The best version of your team



Relationship Intelligence - RQ

This means having the capabilities to demonstrate '*the best version*' of your team and '*when you don't*', the resources to convert learning to growth.

The best version of your team

PSL is the distillation of four decades of observing what truly works (and doesn't).

PSL transfers RQ → You learn and empower yourselves
→ You achieve your potential

RQ means how your mind and daily interactions can help you and others.

This is not about philosophy, it is about valuable learning and development and tools that helps you.

The best version of your team

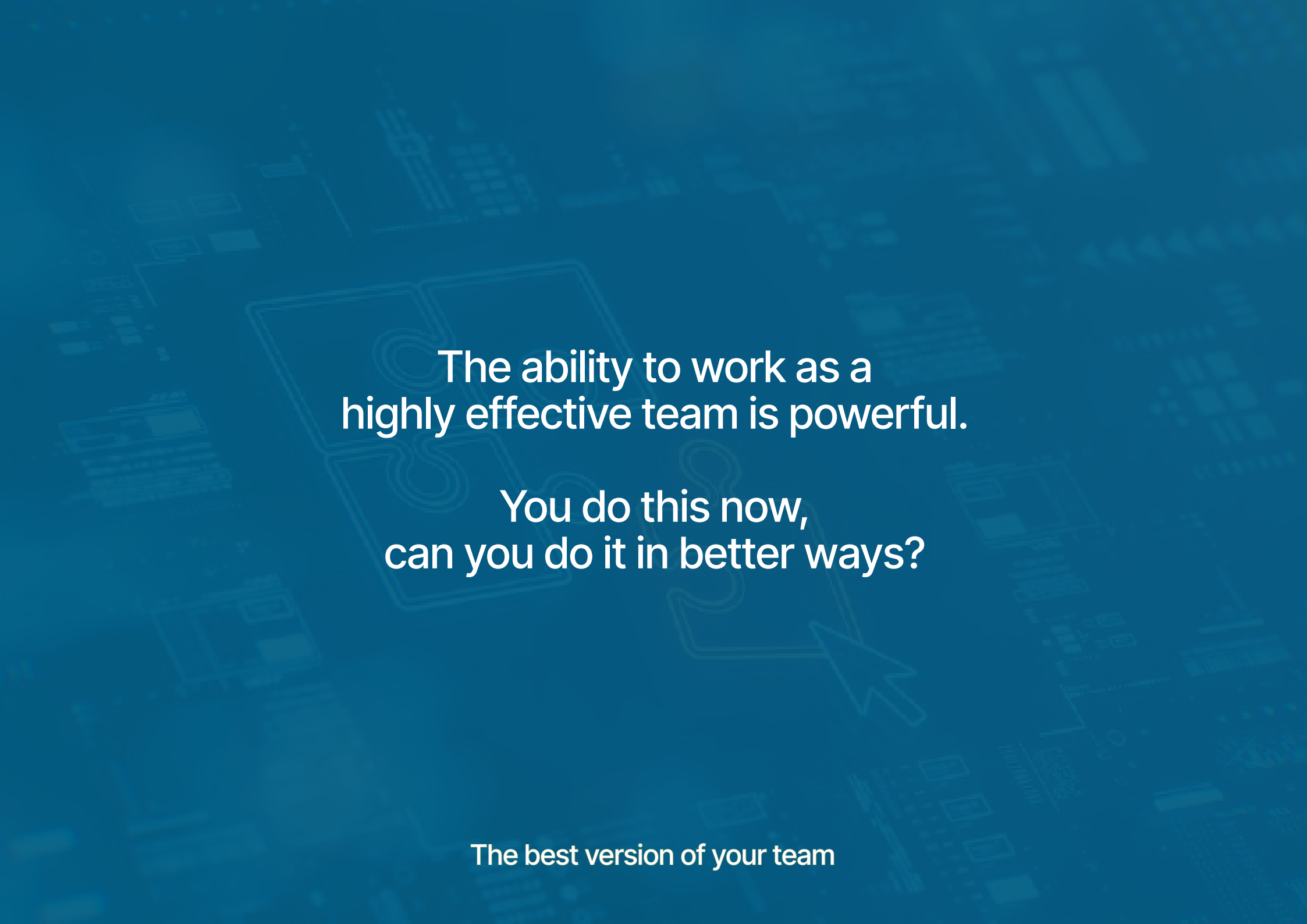


Is it true that teams can do amazing things?

Sometimes unbelievable things?

That you make a difference?

The best version of your team



The ability to work as a
highly effective team is powerful.


You do this now,
can you do it in better ways?

The best version of your team

The ways in which you interact with others,
from meetings to emails, shape stress, trust and
decisions that affect colleagues either
positively or negatively.

Relationship Intelligence
will help you.

The best version of your team



Relationship intelligence creates healthier,
more effective work and personal lives.

The best version of your team
leads to winning.

The best version of your team

Relationship Intelligence

The Best Version of Your Team

The best version
of you

01

02

The best version
of your team

The best version
of customer
relationships

04

03

The best version
of service

Relationship intelligence helps you to adapt,
to pivot, make progress and grow.

Being the Best Version of Your Team Improves

Resilience, Self-confidence, Well-being, Team-Working

Customer Relationships and Satisfaction

Communications

Problem Solving Capabilities

Abilities to Handle Difficult Situations and People

Job Satisfaction

Competitive Advantage

Negotiation Outcomes

Outcomes By Working Effectively Together

The best version of your team

Being the Best Version of You

Purpose-driven work is better for everyone, it's energising.

PSL empowers individuals with insights, knowledge, skills and self-confidence.

Together, these elements cultivate relationship intelligence an essential driver of effectiveness.



TEAM : Being The Best Version of Your Team.

Endeavouring to be the best version of your team transforms collective potential into tangible results, creating a powerhouse of productivity, innovation and resilience.

Amplified Performance & Results

Strong teams achieve outcomes that no single person could deliver. Clear roles, trust, and collaboration reduce duplication of effort and bottlenecks. Diverse perspectives and constructive debate lead to robust solutions and fewer errors.

Enhanced Resilience & Adaptability

Teams that communicate openly pivot faster during setbacks or market shifts. Challenges become 'our problem,' not 'your failure' and this drives collective ownership. Diverse skills and peer review catch blind spots early, everyone has a voice that is needed and respected from the outspoken to the quiet members.

Accelerated Growth & Learning

Members learn from each other's strengths, expanding capabilities organically. Psychological safety fuels experimentation, creativity and bold ideas. High-performing teams nurture future leaders through mentoring and stretch opportunities.

Elevated Engagement & Well-being

Trust and mutual respect reduce isolation and build meaningful connections. Balanced workloads, peer support and shared wins lower stress. Teams united by a clear mission find deeper meaning in their work.

Examples of The Benefits

Organisational Impact

Alignment means fewer delays, quicker decision-making and agile delivery. Top talent joins and stays for great team dynamics, tensions drop. High-performing teams model behaviours that uplift entire departments through commitment, collaboration and accountability. Consistency and excellence build credibility externally.

What 'Best Version' Looks Like in Practice

Trust

Psychological safety, vulnerability, no blame culture. Shared goals, roles, and priorities with zero ambiguity. Active listening, respectful conflict, transparent feedback. Leveraging diversity, celebrating wins, balancing autonomy and support.

Best Not Perfect

Best version, means progression not perfection. Learning from failures as a unit. The growth mindset. Avoiding burnout through balance, not overwork to maintain sustainability. Speaking up without risk, disagreement, fear of conflict or punishment.

The Bottom Line

Stronger and smarter collaboration means better results. Higher morale means attracting and keeping great people. This lifts every member, and amplifies positive attitudes. The success turns work into collective achievement from a clear sense of contribution.

TEAM : The Best Version of Teams.

Transforming a team into its “best version” requires building collective capabilities that go beyond individual skills. It’s about creating synergy, trust and a shared process for excellence. Here are some of the essential skills and dynamics a team needs:

Psychological Safety (The Foundation)

Expertise

Creating an environment where members feel safe to take risks, admit mistakes, ask questions and voice dissenting opinions without fear of punishment or humiliation. This is what enables innovation, learning from failures, honest feedback and full engagement.

Clear Shared Purpose & Goals

Expertise

Collaboratively defining a meaningful “why” that inspires, plus specific, measurable, achievable, relevant and time-bound (SMART) objectives aligned with that purpose. This is what provides direction, unifies efforts, and motivates individuals beyond self-interest.

Radical Candor and Constructive Conflict

Expertise

Giving and receiving honest, specific, kind and timely feedback focused on ideas and behaviours (not people). Engaging in passionate debate about ideas while maintaining mutual respect. This is what prevents group-think, surfaces the best ideas, drives better decisions and supports growth. Requires psychological safety because it is essential.

Some Examples of Expertise Page 1

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Relentless Accountability (Collective & Individual)

Expertise

Holding each other (and the team as a whole) responsible for commitments, outcomes and upholding team norms. Focusing on solutions, not blame. This is what builds trust, ensures reliability, drives execution and maintains high standards. Clear roles, responsibilities with accountability are essential).

Clarity of Roles & Responsibilities

Expertise

Explicitly defining who is responsible for what (RACI - Responsible, Accountable, Consulted, Informed models help). Understanding how roles interconnect. This is what prevents duplication, gaps and confusion. Empowers individuals and ensures identification and communication of needs.

Masterful Communication & Active Listening

Expertise

Communicating clearly, concisely and frequently (using appropriate channels). Truly listening to understand, not just to respond. Sharing information transparently. This is what ensures alignment, prevents misunderstandings, builds trust and leverages diverse perspectives and talent.

Collaborative Problem Solving & Decision Making

Expertise

Leveraging the team's collective intelligence to define problems, generate diverse solutions, evaluate options and make decisions (clear methods like consensus, consent or defined authority). This is what leads to better solutions, increases buy-in and commitment to decisions.

Some Examples of Expertise Page 2

Embracing Diversity and Leveraging Strengths

Expertise

Actively seeking, valuing and integrating diverse perspectives (backgrounds, skills, thinking styles). Intentionally identifying and deploying individual strengths for the team's benefit. This is what drives innovation, avoids blind spots and creates a more adaptable and resilient team.

Continuous Learning & Adaptation

Expertise

Regularly reflecting on processes, successes and failures (reflection and retrospective thinking). Experimenting with new approaches. Adapting quickly to changing circumstances. Sharing knowledge openly. This is what prevents stagnation, improves efficiency, builds resilience and inspires innovation.

Celebrating Success and Building Camaraderie

Acknowledging and celebrating achievements (big and small). Nurturing positive social connections and mutual support.

Practicing gratitude within the team. This is what boosts morale, reinforces positive behaviours, strengthens bonds and increases resilience during tough times.

These Skills Work Together

- Psychological Safety is the bedrock. Without it, candour, accountability, and learning are impossible.
- Purpose & Goals provide the shared destination and fuel.
- Candor & Accountability drive honest effort and high performance.
- Clarity (Roles & Communications) ensures smooth execution and avoids chaos.
- Collaboration & Diversity unlock the team's collective intelligence and creativity.
- Learning & Adaptation ensure the team stays relevant and effective over time.
- Celebration & Camaraderie sustain energy, motivation, and cohesion.

Becoming the 'Best Version' is a Journey, Not a Destination

Requires Ongoing Effort

These skills need constant practice, reinforcement, and refinement.

Needs Leadership Facilitation

Formal and informal leaders must model these behaviours, create the conditions for them to flourish and actively nurture the team culture.

Demands Shared Commitment

Every member must buy into and contribute to developing these dynamics.

Embraces Imperfection

Setbacks will happen. The key is learning from them as a team.

A truly high-performing team isn't just a group of talented individuals, it's a cohesive unit where the whole becomes significantly greater than the sum of its parts. These skills create the environment and processes for that synergy to thrive.

Why These Skills Interlock

- Self-leadership is your foundation - you can't inspire others if you're not grounded.
- People skills drive engagement and performance - your team's success is your success.
- Strategic and operational Skills ensure your team delivers real value efficiently.
- Communication and influence build bridges across the organisation.
- Adaptability and integrity keep you relevant and trusted long-term.

The "Best Version" Manager is Not

- A superhero who does it all alone.
- Always perfect or certain.
- Focused solely on results at all costs.
- Afraid to show vulnerability.

The "Best Version" Manager is

- A servant leader who removes obstacles for their team.
- A catalyst for growth in others.
- A learner who evolves with challenges.
- A human who balances high standards with deep care.

Pick one skill (active listening, asking the right questions, delegating effectively) and practice it deliberately for 7 days. See what happens.

Ask for feedback. Repeat.

Great managers are made, not born



RQ
Relationship
Intelligence



EQ
Emotional
Intelligence



PQ
Interpersonal
Intelligence



CQ
Collective
Intelligence

Sharpen the saw - this concept comes from the book
the 7 Habits of Highly Effective
People by Stephen R Covey.

It's powerful, because it's a principle
that is easy for really busy managers to forget.

*Keep using tools without sharpening them
and they become less effective.*

People are the same.



PSL

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Taking your people to the next level

*"What sets PSL apart is its proven framework,
adaptive methodology and transformative training,
empowering people to do the best work in their field
and to not let their customers down"*

Chris Angel

Director of Global Operational Excellence and Digitisation

Honeywell

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