

Relationship Intelligence

CORE The best version of you

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 you.
It's powerful and so simple.

The resources we provide will help you.

The best version of you



Relationship Intelligence - RQ

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

The best version of you

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

PSL transfers RQ → You learn and empower yourself
→ 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 help you.



Is it true that you can do amazing things?

Sometimes unbelievable things?

That you make a difference?

The best version of you



The ability to understand, influence,
and work well with others
is powerful.

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

The best version of you

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

Relationship Intelligence
will help you.

The best version of you

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

The best version of you is
appealing, valuable and empowering.

The best version of you

PSL Tools Empower Teams



The Best Version of Your organisation

Being the best version of you improves your

Resilience, Self-confidence, Well-being
Communications

Problem Solving Skills

Ability to Handle Difficult Situations and People

Job Satisfaction

Relationships

Value to Your Organisation and Others

Negotiation Outcomes

Potential to Achieve What Success Means to You

The best version of you

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.



The best version of you

CORE: Some of the benefits

Becoming the best version of yourself as an employee unlocks significant benefits across your career, well-being and workplace impact.

Enhanced Performance & Productivity

You prioritise effectively, minimise distractions and work smarter, delivering higher-quality and sometimes results faster. Increased self-awareness and skills allow you to tackle complex challenges more creatively and effectively. Consistently meeting or exceeding expectations builds a strong reputation for dependability and quality.

Accelerated Career Growth or Maintained

High performance naturally attract positive attention from managers and leaders. You become the prime candidate for advancement, leadership roles and challenging projects. A commitment to being your best drives continuous learning and mastery, making you more valuable. Your enhanced skills and proven track record make you highly attractive internally and externally. If you are happy and want to stay where you are and best deployed, your impact is appreciated.

Stronger Professional Relationships

Colleagues and managers trust your competence, judgment and work ethic. Confidence and communication skills mean having better teamwork and mutual respect. Your attitude and performance can inspire and make those around you better too. Building strong, positive connections opens doors to support, mentorship and opportunities.

Greater Job Satisfaction & Well-being

Finding meaning and mastery in your work leads to deeper fulfilment and engagement (intrinsic motivation). Competence, organisation and proactive problem-solving significantly lowers work-related stress. Achieving your potential builds strong self-belief and professional confidence. Efficiency and boundary-setting (key to maintaining being your best) create more space for your personal life.

Positive Impact on The Organisation

Your high performance directly contributes to team and company success. Setting a positive example can raise the bar for colleagues and team culture. Being your best often involves proactively identifying improvements and solutions. Engaged, fulfilled high performers are less likely to leave and contribute positively to the work environment.

Best Version not Perfection

It's about consistent effort, growth mindset, resilience and playing to your strengths, not being flawless. It means leveraging your unique talents, values and work style effectively. True 'best self' includes managing energy, setting boundaries and prioritising health to avoid burnout.

In essence, striving to be your best self at work isn't just good for the company; it's a powerful investment in your own career trajectory, personal satisfaction, professional reputation and overall well-being. It creates a virtuous cycle where success promotes further growth, fulfilment and opportunity.

This is a lifelong journey requiring a blend of knowledge and skills. Here are some key skills that we need to develop and grow:

Self-Awareness and Emotional Intelligence

Self-Knowledge:

Understanding your values, strengths, weaknesses, triggers, motivations and biases.

Emotional Regulation

Managing difficult emotions constructively (anger, anxiety, sadness) without suppression or explosion.

Empathy

Deeply understanding and sharing the feelings of others, fostering connection and compassion.

Accurate Self-Assessment

Recognising your limitations and areas for growth without harsh self-judgement.

Growth Mindset and Continuous Learning

Embrace Challenges

Seeing difficulties as opportunities to learn and grow, not threats.

Learn from Failure

Viewing setbacks as feedback, not defining moments. Cultivating resilience and persistence.

Intellectual Curiosity

Actively seeking new knowledge, perspectives, and experiences.

Adaptability

Being flexible and open to change in thoughts, plans, and behaviours when necessary.

Resilience and Perseverance

Stress Management

Developing healthy coping mechanisms for adversity and pressure.

Perseverance

Sustaining effort and commitment toward long-term goals despite obstacles, challenges and threats.

Optimism (Realistic)

Maintaining hope and a belief in your ability to overcome challenges, balanced with realism.

Critical Thinking and Problem Solving:

Considering Facts

Objectively evaluating evidence, arguments and sources. Identifying bias and logical mistakes or delusions.

Creative Thinking

Generating innovative solutions and seeing possibilities beyond the immediate need. Solving one problem also tends to create another.

Sound Judgment

Making well-reasoned decisions based on evidence, values and potential consequences.

Systems Thinking

Understanding how parts interconnect within a whole (relationships, organisations, societies).

CORE: Some of The Skills

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This is a lifelong journey requiring a blend of knowledge and skills. Here are some key skills that we need to develop and grow:

Effective Communication

Active Listening

Fully concentrating, understanding by asking the right questions (taking quality notes) and responding thoughtfully to others.

Clear & Assertive Expression

Articulating thoughts, needs and boundaries respectfully and directly.

Non-Verbal Communication

Understanding and using body language, tone and facial expressions effectively.

Constructive Feedback

Giving and receiving feedback in a way that promotes growth and not defensiveness.

Purpose and Meaning

Values Clarification

Identifying what truly matters to you and living accordingly.

Contributing Beyond Self

Finding ways to use your skills and passions to serve others or a cause larger than yourself.

Reflection

Regularly contemplating experiences, actions and their alignment with your sense of purpose.

Gratitude

Actively appreciating the positive aspects of life and relationships.

Relationship Building and Collaboration

Empathy & Compassion

Building genuine connections based on understanding and care.

Trustworthiness & Integrity

Being reliable, honest, and acting in alignment with your values.

Conflict Resolution

Addressing disagreements constructively, seeking win-win solutions.

Teamwork & Cooperation

Working effectively with others toward shared goals, valuing diverse contributions.

Self-Discipline and Focus

Goal Setting & Planning

Defining clear objectives and creating actionable steps to achieve them.

Prioritisation

Focusing time and energy on what truly matters.

Delayed Gratification

Resisting short-term temptations for long-term rewards.

Time Management

Using time efficiently and productively.

CORE: Some of The Skills

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This is a lifelong journey requiring a blend of knowledge and skills. Here are some key skills that we need to develop and grow:

Physical and Mental Well-being

Self-Care

Prioritising adequate sleep, nutritious food, regular exercise, and relaxation.

Mindfulness & Presence

Cultivating awareness of the present moment without excessive judgment.

Seeking Help

Recognising when you need support (emotional, physical, professional) and pro-actively seeking it.

Why These Skills Matter Together

Foundation

Self-awareness and emotional intelligence are the bedrock. You can't effectively manage relationships or pursue goals without understanding yourself.

Growth

A growth mindset and resilience fuel continuous improvement and the ability to navigate life's inevitable challenges.

Navigation Tools

Critical thinking and problem-solving enable you to make sound decisions and overcome obstacles.

Connection & Impact

Communication and relationship skills are essential for collaboration, support, and contributing meaningfully to the world.

Execution

Self-discipline and focus turn intentions and plans into reality.

Fuel & Direction

Purpose and well-being provide the energy, motivation and ethical compass for the journey.

The "Best Version" is Not Perfection.

It's about consistent effort, self-compassion, learning from mistakes and aligning actions with core values. It's a dynamic process of becoming more capable, compassionate, resilient and purpose-driven over time.

The demonstration of these skills will be unique to each of us as individuals who make or made a difference.



RQ
Relationship
Intelligence



EQ
Emotional
Intelligence



PQ
Interpersonal
Intelligence



CQ
Collective
Intelligence

The Often Hidden Effects of **Optimism**

Good to Great Performers

Effort

Actions & Performance

Self-confidence

Skills

Optimism

Self-belief and The Belief of Significant Others

Optimism is the fuel for progress and confidence, it needs topping up regularly.

You can do this by having a reference point.

This could be somebody that you speak to, it could be a checklist that you look at.

It could be a story that calms your mind, it could be our training.

PSL Methodology



- 01** Discuss how we can help you
- 02** Design your program with your team
- 03** Demonstrate the value by doing a pilot
- 04** Deliver measurable results



PSL

PEOPLE STRATEGY LEADERSHIP

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

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