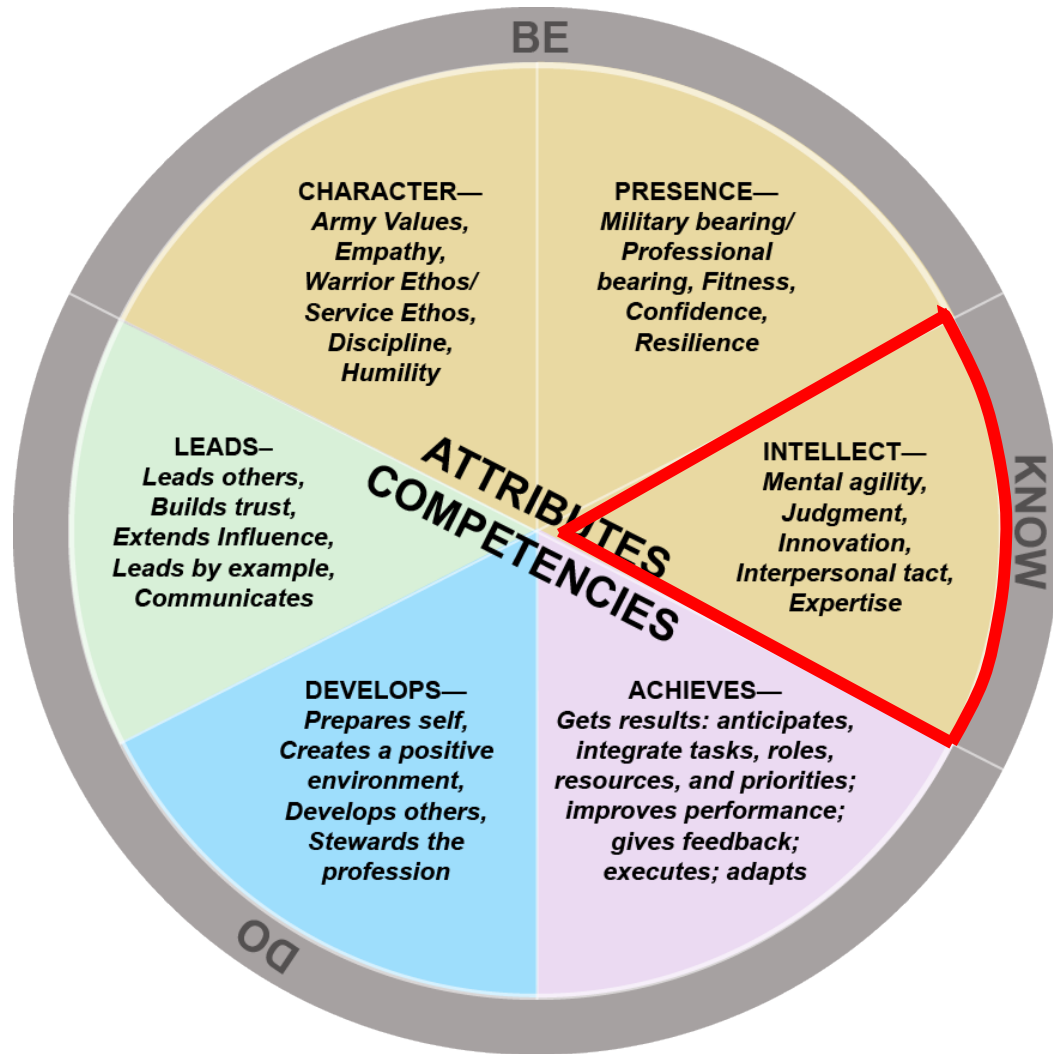


Using Interpersonal Tact to Lead Effectively

Leader Professional Development
United States Army
Center for Army Leadership



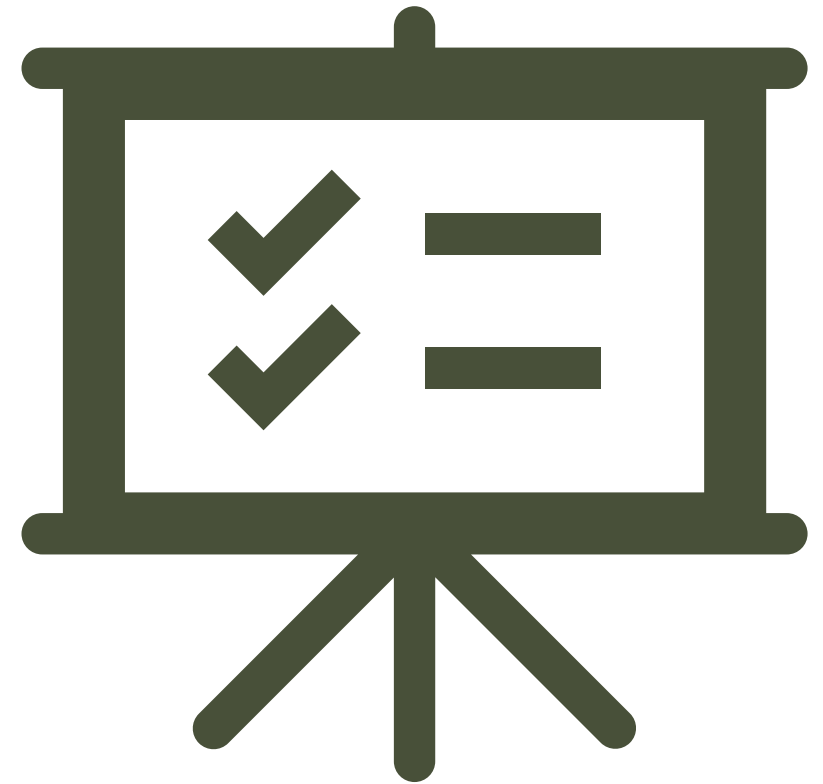
Army Leadership Requirements Model (LRM)



- This LPD session focuses on the following attribute:
 - Interpersonal tact
- Learn more about the LRM by reviewing:
 - ADP 6-22
 - Describes what right looks like for all leaders
 - FM 6-22
 - Teaches you how to develop as a leader

Session Objectives

- Explain the importance of interpersonal tact in professional and personal interactions.
- Discuss ways you can build interpersonal tact.



A photograph of two soldiers in camouflage uniforms. The soldier on the right has 'CARR' and 'A NEG' on their helmet. The soldier on the left has a 'RANGER' patch on their uniform. The image is overlaid with a dark green semi-transparent banner containing the text 'Understanding Interpersonal Tact'.

Understanding Interpersonal Tact

Discussion



- Tell me what you think “interpersonal tact” means.

What Is Interpersonal Tact

- The ability to interact effectively and productively with others (FM 6-22)



The Importance of Interpersonal Tact

- Helps build strong relationships
- Makes you aware of others' reactions
- Encourages you to express yourself respectfully and professionally

Discussion



- What are some common situations that require interpersonal tact?
- How can interpersonal tact make the difference between a positive experience and a negative one?

A photograph of two soldiers in camouflage uniforms. The soldier on the right is wearing a helmet with a name tag that reads 'CARR' and a rank tag that reads 'A NEG'. The soldier on the left is partially visible. The background is a blurred outdoor setting with trees. A dark green semi-transparent banner is overlaid across the middle of the image, containing the text 'Ways to Build Interpersonal Tact'.

Ways to Build Interpersonal Tact

Strategies for Building Interpersonal Tact

Recognize
diversity

Practice active
listening

Show
empathy

Choose your
words carefully

Be aware of
nonverbal
communication

Learn to
control your
emotions

Lead by
example


Be open to
feedback

Recognize Diversity

Get to know your people one-on-one.



Use your understanding of individual differences to anticipate how interactions may be affected.



Adjust your communication style as needed.

Practice Active Listening

- Make eye contact.
- Give encouraging verbal cues such as “yes, I see” or “mmhmm” or “I understand.”
- Clarify or paraphrase what the other person said.
- Ask questions.
- Avoid interrupting, checking your phone/email, and other distractions.



Show Empathy

Do

- Be willing to listen.
- Ask open-ended questions.
- Be vulnerable in return.

Don't

- Judge.
- Minimize or negate the other person's feelings.
- Provide solutions.

Be Direct, But Professional

Avoid starting sentences with the word “you.”

Use “I” statements.

Use a connecting statement when you disagree with someone.

Be concise.

Be Aware of Nonverbal Communication

Your facial expressions and body language should match your verbal message.

Make eye contact.

Don't cross your arms or legs.

Don't point.

Practice good posture.

Control Your Emotions



Give yourself time to calm down before responding.



Know your triggers.



Know when responding emotionally is necessary to help make the message stick.

Lead by Example

- Demonstrate the behavior you expect from others.
- Speak to others with respect, control your emotions, and actively listen.



Be Open to Feedback

Ask others for feedback on your interpersonal skills.



Make changes as needed.

Discussion



- Think about the strategies we just discussed for building interpersonal tact.
 - What are some methods that have worked for you?
 - What is an area you want to improve on?

Want to Learn More?

<https://cal.army.mil>



Doctrine

Provides leader expectations

- ADP 6-22
 - Paragraph 4-11
- FM 6-22
 - Paragraphs 4-50 through 4-54

After Action Review

- Complete the AAR form in your Participant Packet and return it to the facilitator.
 - The form allows you to provide feedback about this session.
 - Your feedback will be used to improve future deliveries of this session.

Let's Connect

- On the web: cal.army.mil
- On Facebook: [USArmyCAL](https://www.facebook.com/USArmyCAL)
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