

### This Week is About...

taking a deeper look at how each style operates and how to work with those differences so we can avoid pitfalls and maximize different style pairings when working together.

### Why it Matters

Every relationship has its strengths and challenges. Understanding those challenges from the beginning in a nonjudgmental way can help us work together more effectively and avoid misunderstandings.

### During Your Team Meeting

Have copies of the *Team Challenge worksheet* printed for the meeting 📄👉

#### STEP 1. Discuss this week's video:

- ? Which style do you struggle to work with the most?
- ? Did you learn some new ways you can approach and discuss work with the other styles so you can both be more successful?
- ? Which styles would be ideal for \_\_\_\_\_ project on our team? (use a current task or ongoing project from your department)

Discuss for about 5 minutes (longer is great if it's a good discussion and you have time).

#### STEP 2. Have your team complete the worksheet:

1. If possible, break out into small groups.
2. Have your team work through the Practice Scenario based on the example provided.
3. Discuss your answers and close the session by asking the questions in the Session Wrap-up Prompts.



**PERSONALITY STYLES** LESSON 103 TEAM CHALLENGE

Read the example scenario below, then read the practice scenario and answer each Personality Style's preferred question so you can get everyone on board more quickly.

**EXAMPLE SCENARIO:** Going forward, our offices will now be open on Saturdays from 9:00am to 5:00pm. What else do you need to get each style specifically to comply and be enthusiastic about it?

**POSSIBILITIES (WHY):** Many of our customers are unable to come in during the week, so they are frustrated and we are missing a lot of business. We're trying to be more innovative than our competitors. We've created flexible schedules to make up for the extra time worked.

**RELATIONSHIP (WHO):** We'll be taking some working on Saturdays to take care of our customers even better. We'll be working in teams and another will be rotated in to help for both you and our customers. Please let us know if you have any scheduling conflicts.

**ACTION (WHAT):** If you work two Saturdays a month and you will be creating calls and helping customers who come into the branch. We're going to try and beat last month's numbers with this extra day.

**STRUCTURE (HOW):** Everyone within the customer service and service departments will report for work on alternate Saturdays during the hours listed and will carry out their normal responsibilities. A split schedule will be distributed to establish exact dates.

**PRACTICE SCENARIO:** We're having a customer open house every Friday at each branch for the next six weeks. Food, hosting and tours will be managed by a different department each week. What else do you need to get each style specifically to comply and be enthusiastic about it?

**POSSIBILITIES (WHY)** **ACTION (WHAT)**

**RELATIONSHIP (WHO)** **STRUCTURE (HOW)**

### Session Wrap-up Prompts

- How can answering all 4 Personality Styles' questions up front when introducing new information or a new task help make things smoother and more efficient?
- How much time would answering all 4 Styles' questions up front save when asking for help, assisting a customer or giving someone a task to do?