PERSONALITY STYLES

LESSON 101 TEAM CHALLENGE

Speaking your coworkers' and customers' languages and approaching them in a way they understand with the information they need, helps you get to your end result faster. Write your coworkers', managers' and top customers' names in the appropriate Personality Style boxes below. Use the tips provided for working with their style to plan your next meeting, task or project with them. You'll be surprised at the results!

POSSIBILITIES
your coworkers:

Tell them WHY

- Focus on the big picture
- Give them context
- Don't give to much detail
- Tell them why it's important
- Give them room to come up with a creative plan or strategy
- Be positive and upbeat
- Provide a clear deadline
- Periodically check in on progress

purpose • big picture • creative • vision • context

ACTION
your coworkers:

Tell them WHAT

- Be direct and to-the-point
- Be clear and specific
- Stick to business
- Present facts & information logically
- Have a plan or solution prepared
- Give a brief overview of your plan and expected result
- Don't give too much detail
- Don't take interruptions personally

goal • solution • direct • facts • results • quickly

RELATIONSHIP
your coworkers:

Tell them WHO

- Start with a personal connection
- Ask for their help (don't demand or just "toss" a task at them)
- Tell them who it will benefit or support
- Give them all details needed to complete task
- Please & thank you go a long way
- Listen without interrupting
- Let them know you're available to answer questions or for support if needed

together • help • teamwork • responsive • connect

STRUCTURE
your coworkers:

Tell them HOW

- Give them details prior to meeting so they can prepare
- Arrive prepared and organized
- Show facts and data
- Give them a timeline with clear dates
- Move more slowly to give them time to plan out the process or steps needed to reach your desired end result
- Give them time to ask questions

details • step-by-step • organized • data • timeline

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