

WELCOME

Managing Personality Types



Using DISC to Help Communicate
With Those Difficult People in
Your Life

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What Makes a Person “Difficult”?

They may present a bottleneck in the decision-making process

They may be insecure

They may not be inclined to treat people properly/politely

Reasons for Wanting to Manage Personality Types

- Keeps you from going crazy
- Separates the people from the problem
- Assists in accomplishing objectives
- Clarifies objectives
- Forces you to practice self-discipline

Tune Into Body Language

“Body language” is the communication of personal feelings, emotions, attitudes, and thoughts through body movements such as gestures, postures, and facial expressions.

What Are Some Challenging Behaviors?

Sarcasm

Excuse-making

Yelling

Blaming

Manipulating

Interrupting

Criticizing

One-upmanship

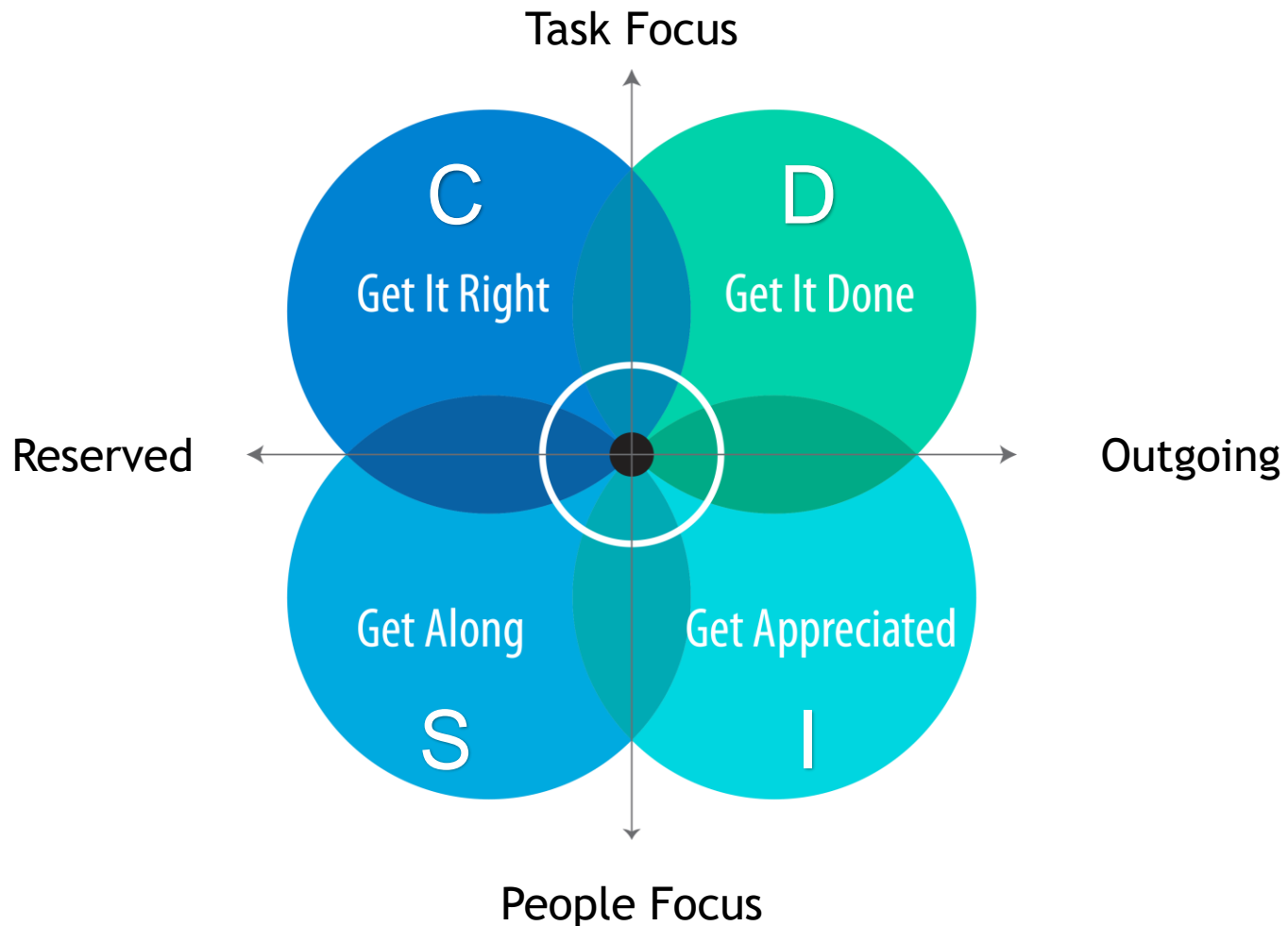
Complaining

What would you add to the list?

Golden Rule vs. Platinum Rule



Identify Your Style and Other People's Styles



Strengths

- Decisive
- Gets things done
- Confident

D - Direct

Get It Done

Weaknesses

- Intimidates
- Alienates people
- Uses force instead of cooperation

Get It Done

Ineffective Behaviors

- Too much time on one issue
- Lack of preparation
- Being “on the fence”
- Lack of focus

Get It Done



Effective Behaviors

- Get to the point
- Approach businesslike
- Be task-oriented
- Understand and support their goals

Get It Done



I - Influencer

Get
Appreciated

Strengths

- People-oriented
- Persuasive
- Verbal skills
- Optimistic

Get Appreciated

Weaknesses

- Egotistical
- Lacks follow-through
- Flaky
- Disorganized

Get
Appreciated



Ineffective Behaviors

- Rigid thinking
- Lack of challenge
- Too many details
- Following the rules blindly

Get Appreciated



Effective Behaviors

- Use flexibility
- Be enthusiastic
- Let them talk
- Use demonstrations

Strengths

- Likeable
- Loyal
- Team Player
- Patient

S - Steady

Get Along

Weaknesses

- Indecisive
- Wasted time
- Overly emotional
- Illogical decisions

Get Along

Ineffective Behaviors

- Ignoring feelings
- Forcing a decision
- Being too intense or formal
- Threatening
- Not recognizing the “people” aspect

Get Along



Effective Behaviors

- Be casual and sincere
- Slow down and listen
- Make honesty safe
- Set goals
- Build them up

Get Along



C - Compliant

Get It Right

Strengths

- Accurate
- Fact finder
- Precise
- Organized

Get It Right

Weaknesses

- Stubborn
- Boring
- Unimaginative
- Change stifler

Get It Right



Ineffective Behaviors

- Lack of attention to detail
- Inconsistency
- Disorganization
- Being overly emotional

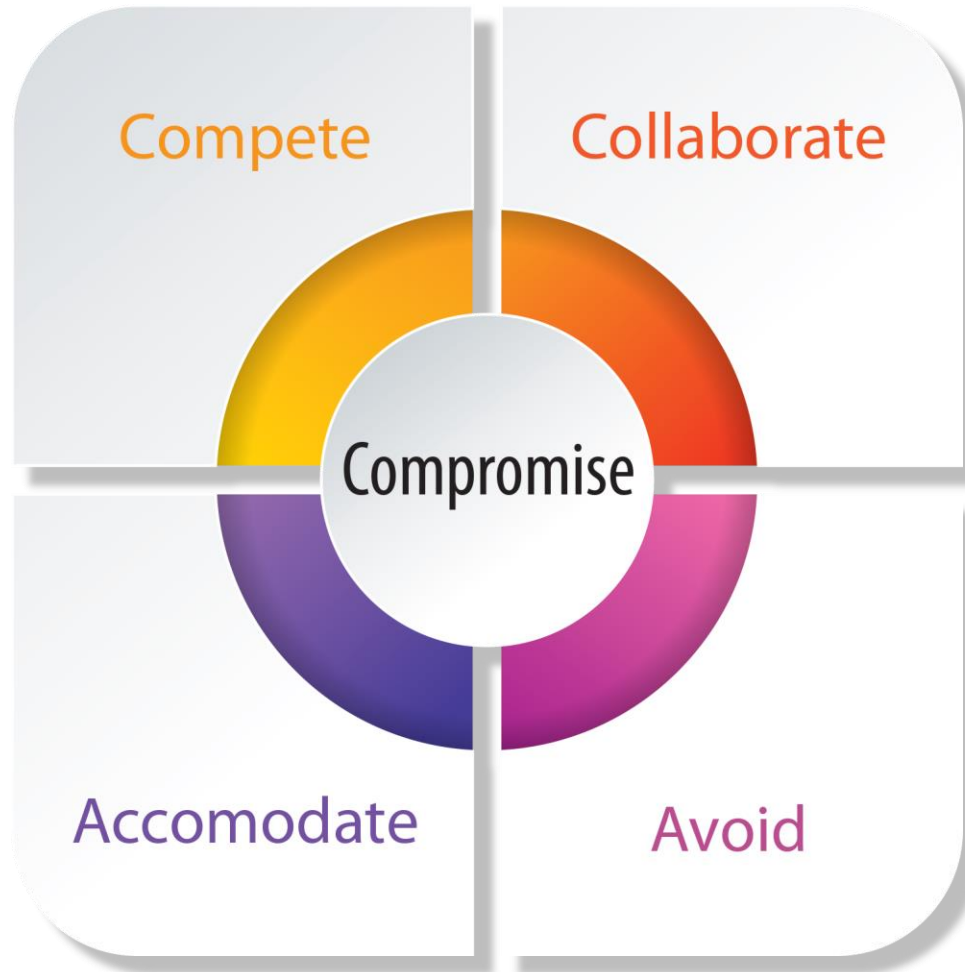
Get It Right



Effective Behaviors

- Know your stuff
- Schedule time - make an appointment
- Use facts, logic, and structure
- Proceed step-by-step

Conflict Management Strategies



Tips for Managing Conflict

Deal with
conflict in
a timely
manner

If possible,
keep
information
about the
conflict
confidential

Take
responsibility
for personal
change

Focus on
problem
solving

*True insanity is continuing
to do what we have always
done and expecting a
different outcome.*

Freud

What would you do?

Type your answers in the chat box.

One of your co-workers complains on a daily basis about the changes that are occurring in your workplace. She is often heard saying, “I don’t understand why we have to change anything. We’ve always done it this way.”

What would you do?

Type your answers in the chat box.

One of your fellow Toastmasters will regularly tell members they know how to do everything and anything better. During meetings, he can be heard saying things like, “When I was president, our meetings would end 5 minutes early.” Or, “When I was vice-president of membership, we had 10 people join our club.” As the current secretary, he refuses to participate in your club’s officers meeting because he says no one pays attention to him or his suggestions.

What would you do?

Type your answers in the chat box.

Your best friend is in over her head. At work, she has taken on too many projects. She belongs to several Toastmasters clubs and is an officer in each one. She is also president of the PTA. She's concerned because Christmas is coming and she can't seem to find the time to decorate the school, bake cookies for the five different cookie exchanges she's going to, shop for the three different Toys for Tots drive she's responsible for, or coordinate the Secret Santa parties she is chairing.



THANK YOU



Jim and Michelle Teague

A Teague of Your Own

<https://ateagueofyourown.com/>