

# 4 TYPES OF PEOPLE

Managing Diverse Personalities

# Speaker Bio: Deborah Jenkins, SHRM-CP, PHR Leadership Consultant

## Education

- *BS, Human Resource Management – Park University*
- *AS, Accounting – University of Great Falls*

## Certifications

- *Professional in Human Resources (PHR) – Human Resource Certification Institute*
- *Certified Professional (SHRM-CP) – Society for Human Resource Management (SHRM)*
- *Authorized Everything DiSC® Partner and Trainer*
- *Employing Abilities @Work – SHRM*

## Experience

- *Business Owner/CEO/Business and Leadership Consultant since 2013*
- *20+ years real-world, all encompassing, corporate employment in a plethora of industries*
  - *Human Resource and Accounting Professional*
  - *Training and Development Specialist*
  - *Coach, Advisor and Instructor*
- *Community Involvement:*
  - *Board of Directors: Society for Human Resources(SHRM) Great Falls and Montana, Toastmasters, Paris Gibson Square*
  - *Member: Great Falls Chamber of Commerce, National SHRM*

## Personal

- *Loves outdoors activities, sunshine, yard and gardening, camping, traveling, golfing, hiking, SeaDoo and ATV adventures, campfires*

# Objectives

1. Discover Key Personality Differences
2. Consider Why We Should Embrace Healthy Differences
3. Recognize When and How to Navigate No-Win Differences
4. Learn Tips on How to Better Relate to Others with Differences

# Outline

1. 4 Types of People
2. Benefits and Challenges from Working with Each of these 4 Types
3. Working Towards Better Collaboration
  - *Informal Approach*
  - *Structured Approach Developed by Everything DiSC®*

# 4 Types of People

## 1. *Likeminded*

- Agrees with Me

## 2. *Different*

- Adds Suggestions

## 3. *Difficult*

- Questions Ideas

## 4. *Impossible*

- Intentionally Obstinate

# Benefits and Challenges from Working with Each of these 4 Types of People

## 1. *Likeminded*

- Agreeable but Can Lead to Missing Pieces

## 2. *Different*

- Can Add Value but Requires Open Minds

## 3. *Difficult*

- Can Challenge Bad Ideas but Can be Taken Defensively

## 4. *Impossible*

- Not Interested in Getting Along

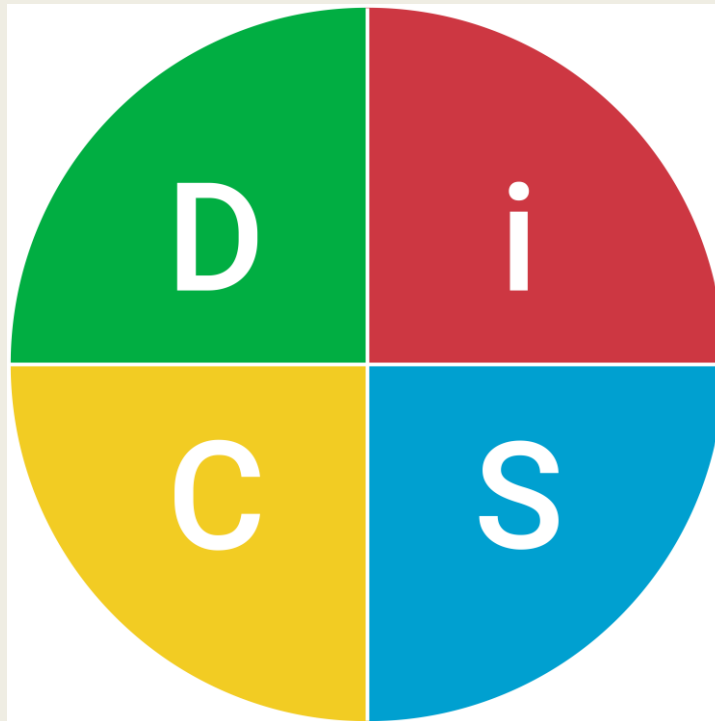
# Working Towards Better Collaboration

- ***Informal Approach***

1. Understand Self
2. Get to Know Others
3. Purposefully Work Towards Communicating by Using Their Language
4. Identify Your “Impossible” People and Make that Tough Decision

# Working Towards Better Collaboration

- *Structured Approach Developed by Everything DiSC®*





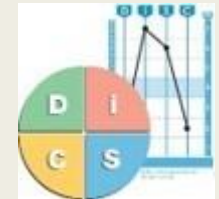
# Everything DiSC® History



Everythingdisc.com

## 90+ Years of Research

- 1928: William Moulton Marston, Physiological Psychologist, *Emotions of Normal People*
  - *Observable and Measurable*
- 1940: Walter V. Clarke, Industrial Psychologist, Vector Analysis
- 1950: John Cleaver, 24 tetrad forced-choice
- 1970: John Geier, U of Minnesota faculty, Personal Profile System
  - *First Publisher of Assessment, (Performax > Inscape Publishing)*
- 1994: 28 tetrads
- 2000: Wiley's Workplace Learning Solutions Group, Interpersonal Circumplex Theory/Model
- 2012: Adaptive Testing



# Everything DiSC® History



Everythingdisc.com

Correlations with other Assessments of Personality:

1. NEO Personality Inventory (NEO PI-O®)
2. Sixteen Personality Factor Questionnaire (16PF®)

reference: Research Report for Adaptive Testing Assessment.



# Everything DiSC® History



Everythingdisc.com

## Solutions:

- Sales - first application to launch in 2007
- Management
- Workplace with Comparison Reports
- Work of Leaders
- Productive Conflict
- Agile EQ



# Cornerstone Principles



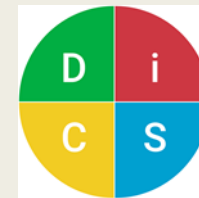
- All DiSC<sup>®</sup> styles are equally valuable, and everyone is a blend of all four styles
- The way you work is also influenced by other factors such as life experiences, education, & maturity



# Goals

1. Learn the basics of DiSC®
2. Identify your style and explore its impact
3. Start bringing DiSC® into your everyday interactions
4. Learn about your colleagues, teammates, and customers
5. Find new ways to work together





# How You See Yourself

**Fast-paced & Outspoken**



**Cautious & Reflective**



# How You See Yourself

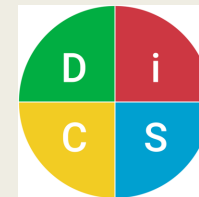


**Questioning &  
Skeptical**



**Accepting &  
Warm**

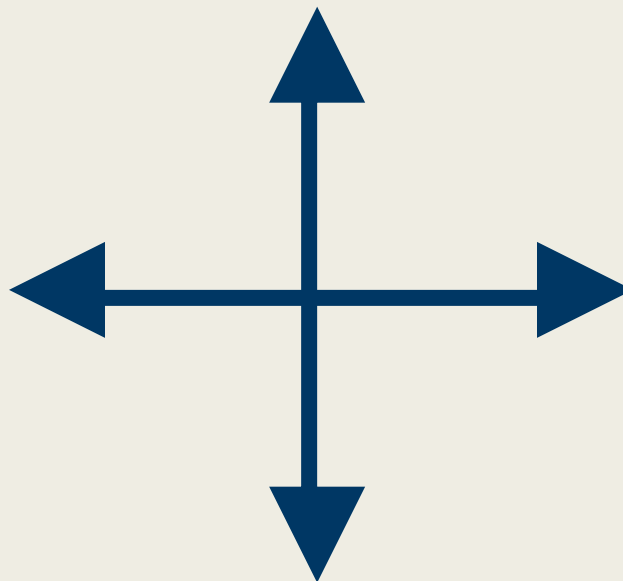




# How You See Yourself

**Fast-paced &  
Outspoken**

**Questioning &  
Skeptical**



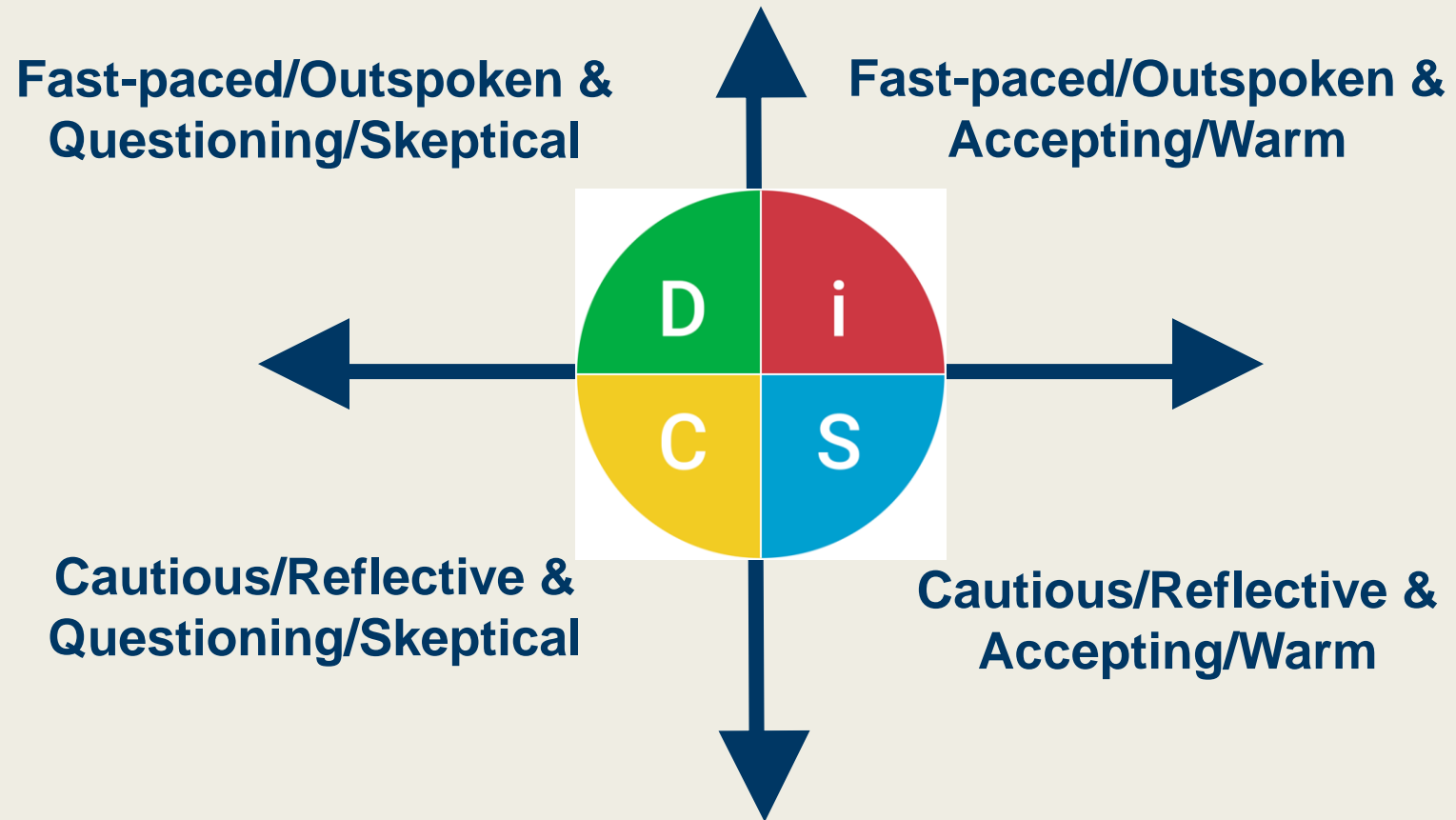
**Accepting &  
Warm**

**Cautious &  
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# How You See Yourself



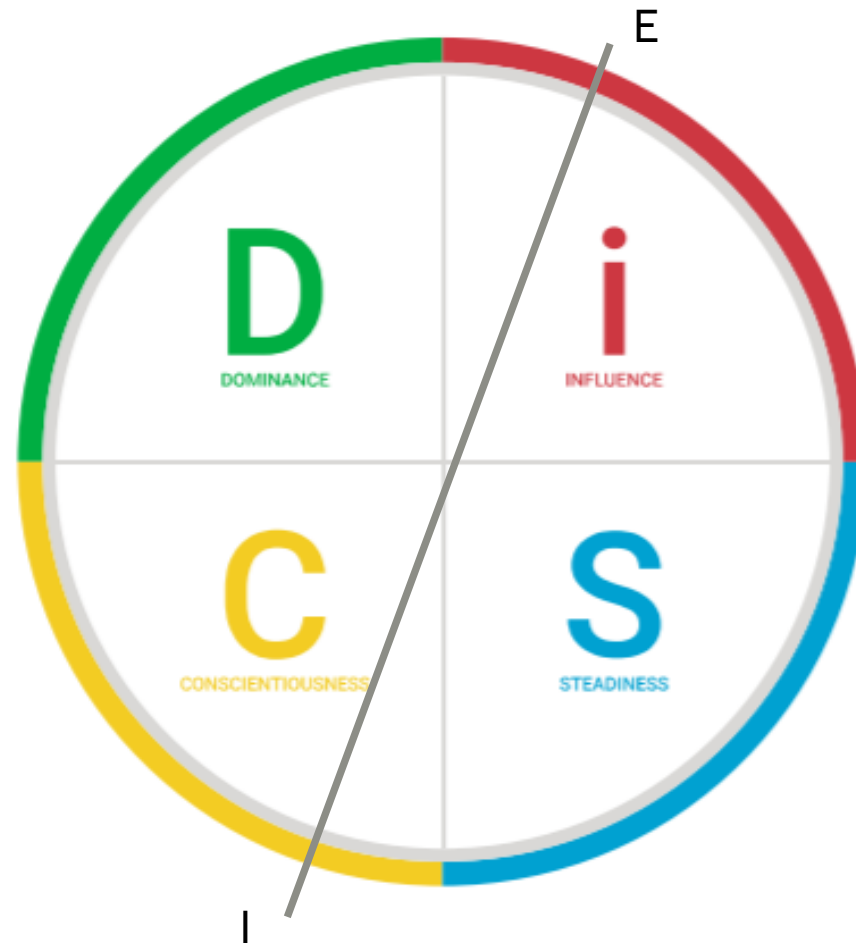
# The DiSC<sup>®</sup> Model

## DOMINANCE

- Direct
- Firm
- Strong-willed
- Forceful
- Results-oriented

## CONSCIENTIOUSNESS

- Analytical
- Reserved
- Precise
- Private
- Systematic



## INFLUENCE

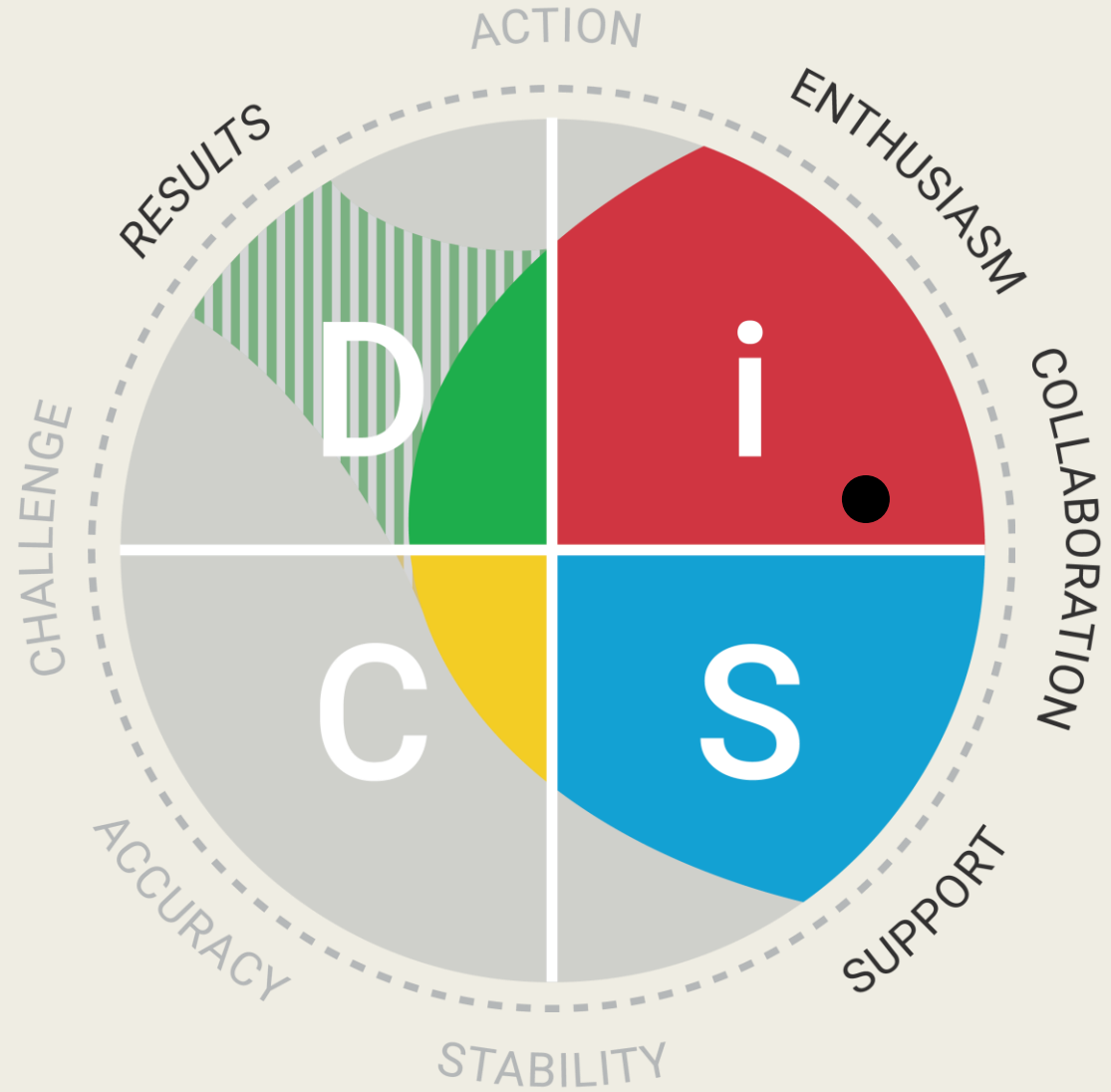
- Outgoing
- Enthusiastic
- Optimistic
- High-spirited
- Lively

## STEADINESS

- Even-tempered
- Accommodating
- Patient
- Humble
- Tactful

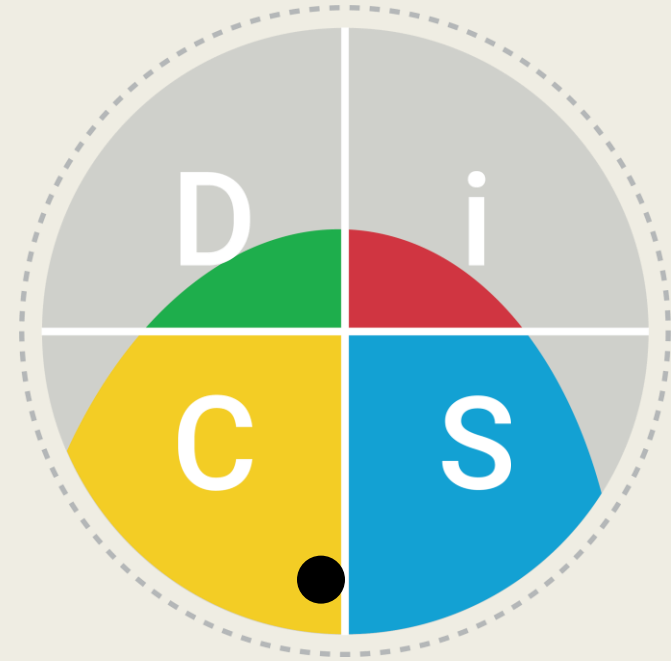


# Workplace Priorities

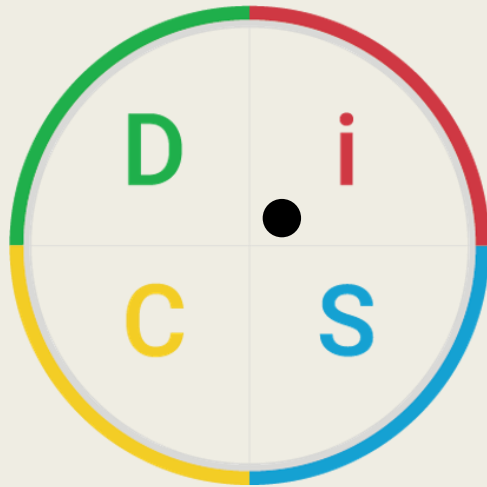


# Your DiSC® Style

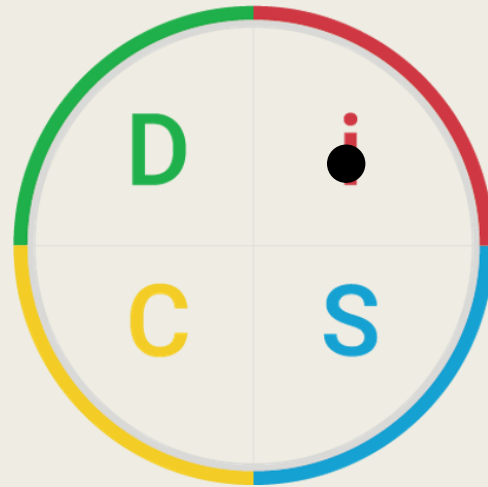
- View your DiSC® map and shading
- Your shading represents your comfort zone



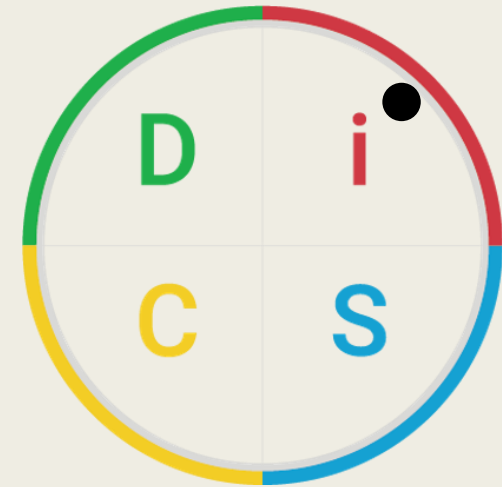
# Your Inclination



Slight



Moderate



Strong



# Work with the D Style

## D-style tips

- Try to get to the point quickly
- Don't take abruptness personally
- Balance taking time and making progress
- Speak up with opinions



# Work with the i Style

## i-style tips

- Make relationships a priority
- Hear them out
- Balance showing support and questioning ideas
- Ask for time to think things through



# Work with the S Style

## S-style tips

- Take a collaborative approach
- Check in and share updates
- Consider how decisions will affect others
- Encourage them to take risks when needed





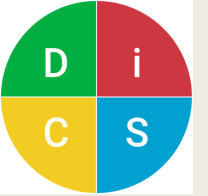
# Work with the C Style

## C-style tips

- Give background information and time to process
- Make clear, fact-based arguments
- Allow them space
- Don't take their reserve personally



# Colleague, Teammate, Customer Interactions



## All Styles Tips:

- Communication Preference: phone, text, email (and frequency)
- Delivering Details: brief points vs. specific, written vs. verbal
- Timeliness: morning vs. evening, prompt, early, late (patience)
- Actions: rapid vs. paced
- Decision Motivation: aggressive vs. relaxed, loud vs. quiet, suggestions vs. recommendations



# Action Plan



## 1. Your Tips for Working with Me

Write down three things your colleagues should know about working with you.

## 2. Understanding Your Relationships

Learn more about how you may react to the other DiSC<sup>®</sup> styles. (Take a DiSC<sup>®</sup> Assessment)

## 3. Flex Your Agility

Identify how you can adjust your actions to work better with others.



# Thank you!



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