4 TYPES OF PEOPLE

Managing Diverse Personalities

Content included in this presentation is not intended as legal advice.
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
Correlations with other Assessments of Personality:

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

Everything DiSC® History

Solutions:

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

- All DiSC® 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 & Reflective
How You See Yourself

- Fast-paced/Outspoken & Questioning/Skeptical
- Fast-paced/Outspoken & Accepting/Warm
- Cautious/Reflective & Questioning/Skeptical
- Cautious/Reflective & Accepting/Warm
The DiSC® Model

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

**INFLUENCE**
- Outgoing
- Enthusiastic
- Optimistic
- High-spirited
- Lively

**CONSCIENTIOUSNESS**
- Analytical
- Reserved
- Precise
- Private
- Systematic

**STEADINESS**
- Even-tempered
- Accommodating
- Patient
- Humble
- Tactful
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
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® styles. (Take a DiSC® Assessment)

3. Flex Your Agility
Identify how you can adjust your actions to work better with others.
Thank you!

Deborah Jenkins, PHR, SHRM-CP
Founder & CEO/Leadership Consultant
HR Solutions, LLC
PO Box 6781, Great Falls, MT 59406
406.836.2833 | deborah.hrs@outlook.com | HRS-MT.com