WORKING WITH DIFFERENT PERSONALITIES

Lee Fogarty
Doreen Myers
Personality Types

Examples of personality descriptions:
Introvert – Extrovert
Quiet – Loud
High Energy – Low Energy
Controlled – Impulsive
Trusting – Skeptical
Team player - Independent
Personality Types

B.E.S.T. Personality Quiz
Facts About Personality Types

- You can modify your behavior (become more flexible), but your personality stays the same throughout life.

- No one personality type is better than another.
Introduction to Personality Types

By learning:

❖ about your own personality type, you can better understand why others react to you the way they do.

❖ to ‘read’ others’ personality types, you improve your ability to work with them.
BEST Personality Quiz

Instructions
BEST Personality Quiz

Four Personality Types:

• Bold
• Expressive
• Sympathetic
• Technical
BEST Personality Quiz
BOLDS

- Businesslike
- Decisive
- Problem-solver
- Direct
- Risk-taker

- Assertive
- Demanding
- Seek control
- Results-oriented
- Determined
BEST Personality Quiz
SYMPATHETICS

• Sympathetic
• Team person
• Relaxed
• Mature
• Supportive

• Considerate
• Empathetic
• Persevering
• Trusting
• Friendly
BEST Personality Quiz
EXPRESSIVES

- Talkative
- Motivating
- Enthusiastic
- Convincing
- Impulsive

- Wear bright colors
- Confident
- Dramatic
- Optimistic
- Animated
BEST Personality Quiz

TECHNICALS

- Analytical
- Controlled
- Precise
- Disciplined
- Cautious
- Diplomatic
- Accurate
- Conscientious
- Systematic
- Logical

Zonta International
Advancing the Status of Women Worldwide
### How to ‘Read’ Personality Types

<table>
<thead>
<tr>
<th></th>
<th>Ask</th>
<th>Tell</th>
</tr>
</thead>
<tbody>
<tr>
<td>TECHNICALS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cold</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Warm</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SYMPATHETICS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>EXPRESSIVES</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- **TECHNICALS**
  - Cold
  - Warm

- **BOLDS**
  - Cold
  - Warm

- **EXPRESSIVES**
  - Cold
  - Warm
Bolds
Perceived Positive Traits

• Decisive
• Independent
• Practical
• Determined
• Efficient

• Assertive
• A risk-taker
• Direct
• A problem solver
Bolds
Perceived Negative Traits

- Pushy
- My way or the highway
- Tough
- Demanding

- Dominating
- An agitator
- Cuts corners
- Insensitive
Technical Perceived Positive Traits

- Logical
- Ordered
- Detailed
- Task Focused
- Analyze data for Accuracy

- Factual
- Systematic
- Good with numbers
- Precise
- Responsible
Technical Perceived Negative Traits

- Uptight
- Risk Averse
- Critical
- Perfection
- Can’t see forest for trees
- Intolerant of new ideas
- Unemotional
- Sometimes overlook human element
Expressives
Perceived Positive Traits

• Verbal
• Inspiring
• Ambitious
• Enthusiastic

• Energetic
• Confident
• Friendly
• Influential
Expressives
Perceived Negative Traits

- Gabby
- Overly dramatic
- Impulsive
- Undisciplined
- Excitable
- Egotistical
- Flaky
- Manipulating
Sympathetics
Perceived Positive Traits

- Patient
- Respectful
- Agreeable
- Persistent

- Dependable
- Relaxed
- Organized
- Empathetic
Sympathetics
Perceived Negative Traits

- Hesitant
- ‘Wishy-washy'
- Conforming
- Retiring
- Dependent
- Unsure
- Laid back
- Overly sensitive
Best Ways to Work With Bolds

- Tell them what and when first
- Keep conversation fast paced
- Don't waste time
- Be businesslike
- Give them some freedom
- Talk about results
- Find shortcuts
Best Ways to Work With Expressives

- Tell who first
- Be enthusiastic
- Allow for fun
- Support their creativity and intuition
- Talk about people
- Handle details for them
- Value feelings and opinions
- Keep fast paced
Best Ways to Work With Sympathetics

- Tell why and who first
- Ask instead of telling
- Draw out their opinions
- Explore personal life
- Define expectations
- Strive for harmony
Best Ways to Work With Technicals

• Tell what first
• Be Factual
• Focus on details
• Define what required, by when expectations
• Strive for clarity
Working with Different Personalities

- Recognize benefits
- Leverage
- Clarify expectations / responsibilities
- Match skills and assignments
- Ask what others enjoy doing
- Identify “gaps” and plan to fill