

Creating and Maintaining Successful Work Relationships



Facilitator: Holly A. Basso, M. Ed

Desirable Employee?

- Responsible
- Honest
- Confident
- Courteous
- Enthusiastic
- Helpful
- Encouraging



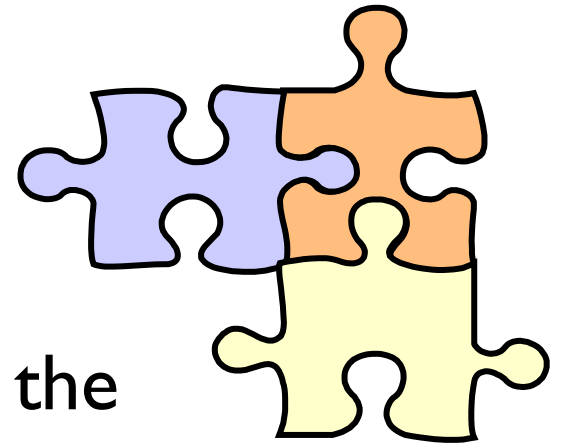
- Respectful
- Team worker
- Good communicator
- Good listener
- Works independently
- Receptive to instruction
- **Gets along with others**

3 Pronged Approach

1. Identify and understand your own style

2. Identify and understand the “styles” of others

3. Learn to mesh the two “styles” together



Things to know...

- Not an attempt to:
 - Pigeon-hole
 - Label
 - Stereotype
- Is an attempt to:
 - Understand
 - Bridge the gap
 - Establish meaningful relationships with others



Evaluate...

Extrovert



Introvert



Evaluate...

Player



?

Worker



Extrovert vs. Introvert

- Friendly
- Outgoing
- Energized by people
- Think as they speak
- Think best when talking
- Need social interaction
- Introspective, shy
- Enjoy thinking
- Energized by being alone
- Think before they speak
- Drained by others
- Need to recharge



Worker vs. Player

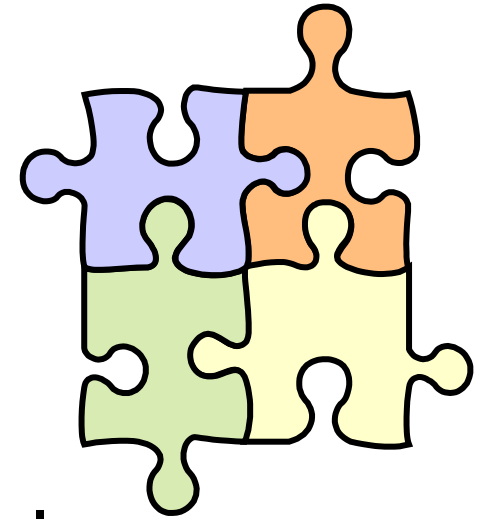
- Work is most important
 - Work comes first
 - Annoyed by “slackers”
 - Have fun only if work is done
- Fun is most important
 - Fun comes first
 - Annoyed by “work-a-holics”
 - Prefer work if work is fun



The “Styles”

Popular Sanguine	E X T R O V E R T S	Powerful Choleric
PLAYERS		WORKERS
Peaceful Phlegmatic	I N T R O V E R T S	Perfect Melancholic

Keep in Mind...



- Everyone has a primary style
- Everyone has a secondary style
- Everyone has “a blend”
- Everyone should strive for balance

The “Sanguine” Style

<p>Popular Sanguine <u>“The Talker”</u> Fun-Loving Optimistic Animated & Excited Life of the Party Undisciplined Forgetful Too Talkative Eager for Credit</p>	<p>E X T R O V E R T S</p>	<p>Powerful Choleric</p>
<p>PLAYERS</p>		<p>WORKERS</p>
<p>Peaceful Phlegmatic</p>	<p>I N T R O V E R T S</p>	<p>Perfect Melancholic</p>

Questions to Ponder

- Who do you know that might be a sanguine?
- How could you keep a sanguine happy?
- How could you best communicate with a sanguine?
- How could you best motivate a sanguine?

The "Choleric" Style

Popular Sanguine	E X T R O V E R T S	Powerful Choleric "The Worker" Controlling Dynamic Decisive Goal-Oriented Outspoken Bossy Impatient Dominating
PLAYERS		WORKERS
Peaceful Phlegmatic	I N T R O V E R T S	Perfect Melancholic

Questions to Ponder

- Who do you know that might be a choleric?
- How could you keep a choleric happy?
- How could you best communicate with a choleric?
- How could you best motivate a choleric?

The “Melancholic” Style

Popular Sanguine	E X T R O V E R T S	Powerful Choleric
PLAYERS		WORKERS
Peaceful Phlegmatic	I N T R O V E R T S	Perfect Melancholic “The Thinker” Deep & Purposeful Sensitive to Others Talented & Creative Analytical & Orderly Moody & Negative Too Introspective Socially Insecure Easily Depressed

Questions to Ponder

- Who do you know that might be a melancholic?
- How could you keep a melancholic happy?
- How could you best communicate with a melancholic?
- How could you best motivate a melancholic?

The “Phlegmatic” Style

<p>Popular Sanguine</p>	<p>E X T R O V E R T S</p>	<p>Powerful Choleric</p>
<p>PLAYERS</p>		<p>WORKERS</p>
<p>Peaceful Phlegmatic “The Mediator” Easygoing Calm & Relaxed Patient & Inoffensive Quiet yet witty Unmotivated Unenthusiastic Indecisive Eager to Rest</p>	<p>I N T R O V E R T S</p>	<p>Perfect Melancholic</p>

Questions to Ponder

- Who do you know that might be a phlegmatic?
- How could you keep a phlegmatic happy?
- How could you best communicate with a phlegmatic?
- How could you best motivate a phlegmatic?

Deal Effectively with Others

1. Understand who you are
2. Try to understand who they are
3. Mesh the two together
 - ✓ Understand their needs
 - ✓ Empathize with them
 - ✓ Ask questions
 - ✓ Listen for understanding





Can you identify the styles?

(A play in four parts...)

The Hat: Act One...



Imagine that this “Style” walks into a park and sits on a bench. He puts his hat down beside him and turns to read his paper. Meanwhile, someone comes along and accidentally sits on his hat. The hat, of course, goes flat.

When this “style” turns back and sees what has happened, he starts to laugh. To him, the hat looks funny!

The Hat: Act Two...



The next “Style” sees his hat crushed and is filled with rage. He turns red in the face and starts yelling, “Now look what you’ve done! What kind of an idiot are you? Do you know how much this hat cost? You’re going to have to pay for it, you know!”

This “style” type will calm down only after he has been promised full compensation for the damage.

The Hat: Act Three...



The third “Style” sees his crushed hat and starts moaning “oh, my beautiful hat – it’s ruined! I got it from my grandfather, and it meant so much to me. It will never be the same again.”

Nothing the offender says or does can make things right anymore.

The Hat: Act Four...



Our last “Style” waits until the offender has gone.

He takes his flat hat and puts it calmly on his head and walks away.

Sanguine

Strengths

Storytelling
Magnetic Personality
Commanding Voice
Friendly Nature
Free Thinker
Casual Attitude
Unworried, Unhurried
Loves to Shop
Generous
Spontaneous



Weaknesses

Exaggerations & Lies
Overbearing
Loud Mouth
Talks to Anyone
Undisciplined
No Sense of Time
Late for Everything
Overspends, In Debt
Gives to Anyone
Never Plans

Questions to Ponder

- Why would a sanguine be useful at work?
- Why would a sanguine be useful on a work team?
- Why would it be challenging to have a sanguine at work?
- Why would it be a challenge to have a sanguine on a work team?

Coping Skills 101: The Sanguine



- ✓ Difficulty in accomplishing tasks.
- ✓ Talk without thinking.
- ✓ Like variety and flexibility.
- ✓ Accept more than they can do.
- ✓ Frequently not on time.
- ✓ Enjoy praise.
- ✓ Remember "Shiny Objects."
- ✓ Use humor as coping mechanism.
- ✓ They mean well.

Choleric

Strengths

Strong Leader
Quick Thinker
Good at Business
Works Hard
Persuasive
Strong-Willed
Competitive
Self-Reliant
Straight Talk
Fast Decisions



Weaknesses

Bossy
Foolhardy Decisions
Impulsive
Workaholic
Con Artist
Stubborn
Must Win
Too Independent
Insulting
Impatient

Questions to Ponder

- Why would a choleric be useful at work?
- Why would a choleric be useful on a work team?
- Why would it be challenging to have a choleric at work?
- Why would it be a challenge to have a choleric on a work team?

Coping Skills 101: The Choleric

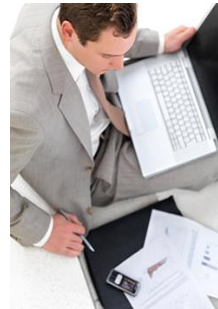
- ✓ Born leaders.
- ✓ Insist on two-way communication.
- ✓ They don't mean to hurt.
- ✓ Don't push them.
- ✓ Divide areas of responsibility.
- ✓ Not always compassionate.
- ✓ Frequently right.



Melancholic

Strengths

Neat and Meticulous
Money Managers
Deep Thinkers
Introspective
Serious Mind
Plan Ahead
Persistent
Sensitive
Analytical and Detailed
Idealistic
Long-term Memory



Weaknesses

Obsessive
Stingy/Cheap
Silent and Brooding
Nit-picking
Depressed
No Spontaneity
Won't Give Up
Easily Hurt
Progresses Slowly
Out of Touch
Unforgiving

Questions to Ponder

- Why would a melancholic be useful at work?
- Why would a melancholic be useful on a work team?
- Why would it be challenging to have a melancholic at work?
- Why would it be a challenge to have a melancholic on a work team?

Coping Skills 101: The Melancholic



- ✓ Extremely sensitive.
- ✓ Pessimistic attitude.
- ✓ Appear constantly depressed.
- ✓ Compliment them sincerely.
- ✓ Like it quiet - need solitude.
- ✓ Help with their schedule.
- ✓ Neatness is important.
- ✓ Will “take it” for the team.

Phlegmatic

Strengths

Easygoing
Peaceful
Appears to Listen
Smiles and Nods
Cool, Detached Look
Consistent
Adaptable
Soft, Low Voice
Fits in Anywhere
Balanced Thinker
Seductive Look



Weaknesses

Lazy
Boring
Tunes You Out
Doesn't Hear You
Totally Detached
Stuck in a Rut
Indecisive
Mumbles
Lost in the Crowd
No Opinion
Too Tired

Questions to Ponder

- Why would a phlegmatic be useful at work?
- Why would a phlegmatic be useful on a work team?
- Why would it be challenging to have a phlegmatic at work?
- Why would it be a challenge to have a phlegmatic on a work team?

Coping Skills 101: The Phlegmatic

- ✓ Need direct motivation.
- ✓ Help them set goals.
- ✓ Unenthusiastic.
- ✓ Use procrastination.
- ✓ Prod for decisions.
- ✓ Will take all blame.
- ✓ Avoid responsibility.
- ✓ Have even dispositions.



Thank
You