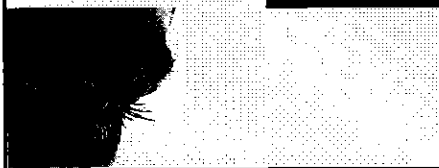


"Personalities in the workplace".



- Awareness and flexibility in relating to others
- A credible and appreciative approach to our differences
- Learning to see through other lenses – difficult thing to do for even the most open-minded individual
- What can excite and energize one person can stress and drain another



Dove – peaceful and friendly.
Owl – wise and logical.
Peacock – showy and optimistic.
Eagle – bold and decisive.



Born with a predisposition for certain personality preferences

Dimension of behavior your %

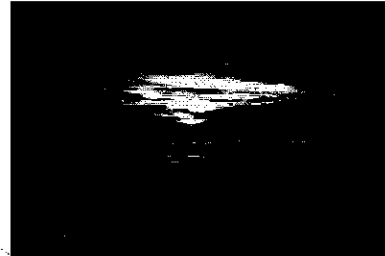


THE DOVE



The Dove at their best

- ◉ 'THE WATCHER'
- ◉ Chameleons
- ◉ Not extreme
- ◉ Calm, cool, collected
- ◉ Mediates problems
- ◉ Good listeners
- ◉ Natural born observers
- ◉ Stick with tasks
- ◉ Loyal over time



The Dove at their worst

- ◉ Lack motivation
- ◉ Leave hard things
- ◉ Will not communicate
- ◉ Agree with 'everyone'
- ◉ Resistant to change
- ◉ Withhold information



Controls by: Procrastination



The OWL at their best

- "THE THINKER"
- Great at budgets
- Deep, thoughtful
- Good use of lists
- Detail conscious
- Neat and tidy
- Private
- Make few mistakes
- Keep on track



Basic desire: Have perfection

The OWL at their worst

- ⦿ Can appear 'serious'
- ⦿ Procrastinators
- ⦿ Conservative
- ⦿ Can be moody
- ⦿ Reluctant to smile
- ⦿ Over analytical



Controls by: Moods

THE PEACOCK



The PEACOCK at their best

- 'THE TALKER'
- Live for people
- Storytellers
- 'Connect' with people
- Can't embarrass
- Inspire others
- Creative and colourful
- Heart on their sleeve
- Relationship builders



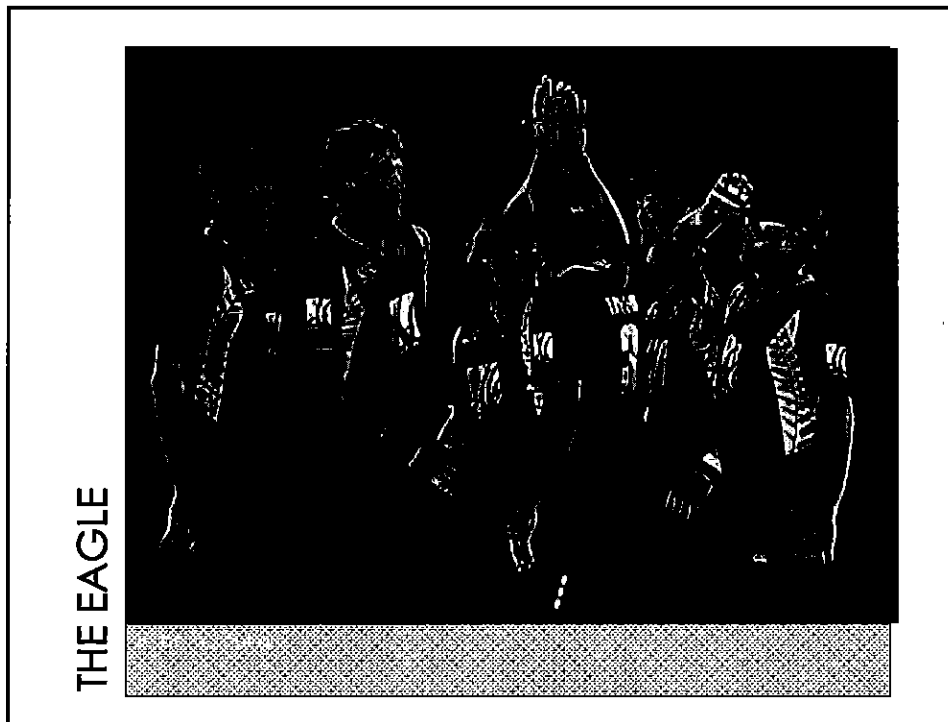
Basic Desire: Have Fun

The PEACOCK at their worst

- May not finish the job
- Forget peoples names
- Lack boundaries
- Dramatic
- Get bored
- Loose things!

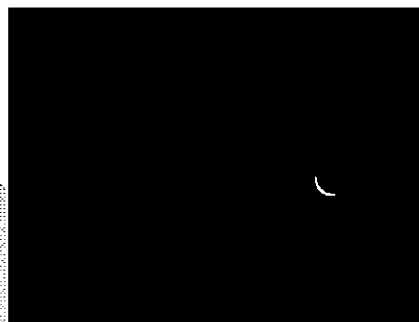


Control By: Charm & Gossip



The EAGLE at their best

- 'THE DOER'
- Movers & shakers
- Self sufficient
- Enjoy change
- Strong-willed
- Goal oriented
- Excel in emergencies
- Search for knowledge
- Big picture people



Basic desire: Have control

The EAGLE at their worst

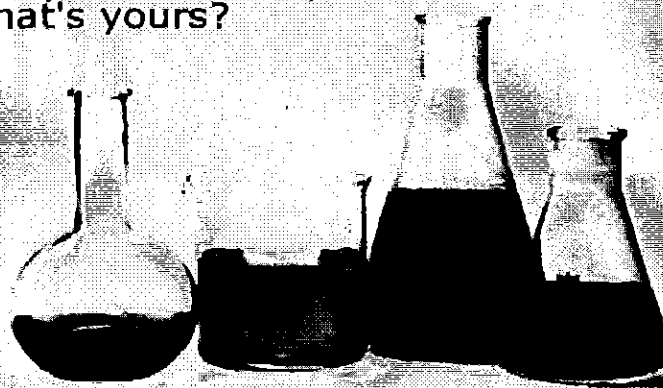
- ⦿ Not into small talk
- ⦿ Unemotional
- ⦿ Run right over people
- ⦿ Gloss over details
- ⦿ A door slammer
- ⦿ Crafty



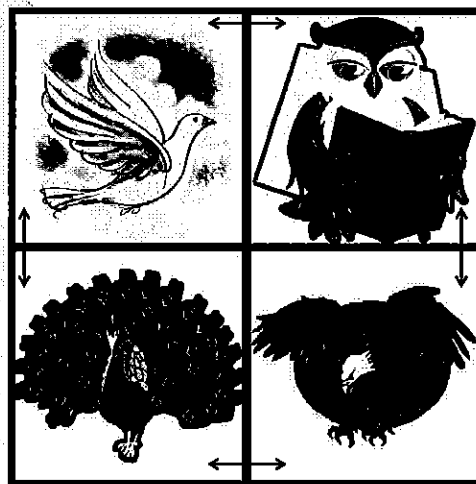
Controls by: Anger

Personality blends / working along side others

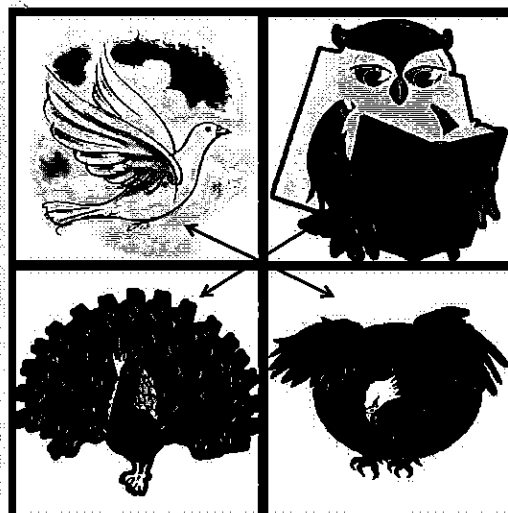
Everyone is a unique blend.
What's yours?



Blends



Misunderstanding to Understanding



How to get along with the Dove



Working with the Dove


- They need reassuring that they are needed are appreciated
- Treat with TLC
- They fly from any hint of conflict
- They fly in limited territory
- They will buy today and send back tomorrow
- They prefer to follow
- **When you do these things, you will have a great team member!**



Dove

Show them how they can be a needed and important member of the group – both for who they are as well as what they do.

HOT BUTTON



Dove

DO'S

- ⦿ Do be warm and sensitive
- ⦿ Do reassure their sense of belonging
- ⦿ Do communicate in a sincere manner
- ⦿ Do give time for them to change
- ⦿ Do appreciate they are not social butterflies
- ⦿ Do give help in starting a project
- ⦿ Do establish yourself as a loyal friend

DON'TS

- ⦿ Don't expect them to stand out
- ⦿ Don't rush them into anything
- ⦿ Don't change their normal patterns
- ⦿ Don't expect them to multi-task
- ⦿ Don't undermine their confidence
- ⦿ Don't expect great displays of emotion
- ⦿ Don't expect them to take initiatives

DOVE IN A NUT SHELL



How to get along with the Owl



Working with the Owl

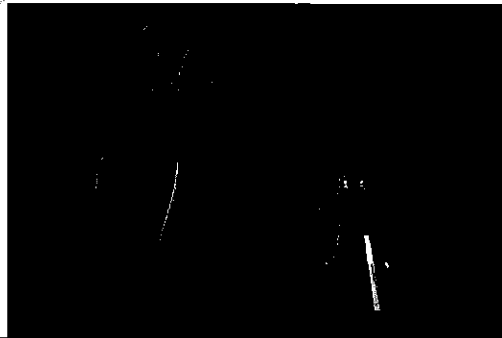
- ⦿ They prefer do something rather than waste their time on social activities
- ⦿ Deal in facts not feelings
- ⦿ They give a dollar a very good home!
- ⦿ They are inquisitive and want to know 'what' is being done not 'by who'
- ⦿ Don't take their critical stance too personally
- ⦿ Expect not to measure up
- ⦿ **When you do these things, you experience the rewards of their deep thinking!**



Owl

Show them how they can be right and safe without taking any risks.

**HOT
BUTTON**



OWI

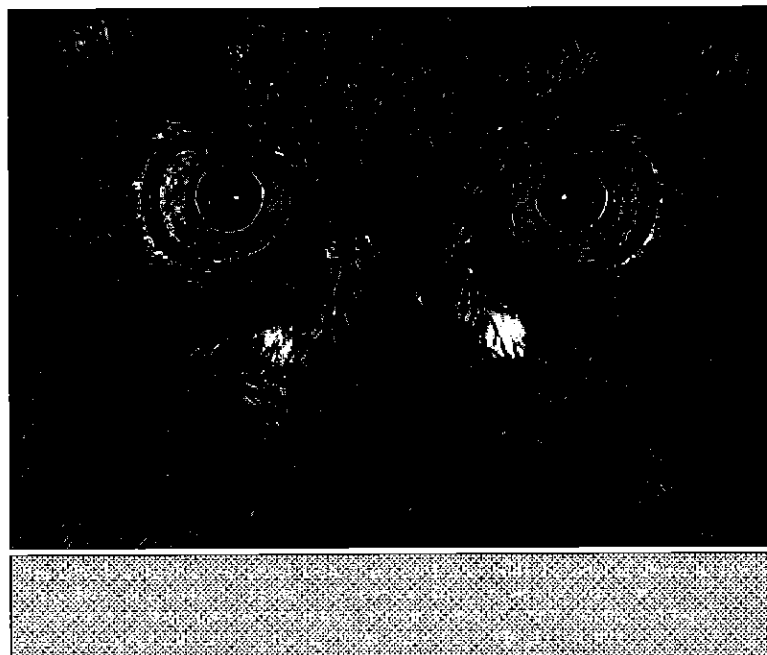
DO'S

- Do be sensitive to their need for solitude
- Do give them time to make decisions
- Do offer facts and logic on paper
- Do appreciate what they do
- Do give precise instructions
- Do seek their advice on analytical matters
- Do accept task come before people

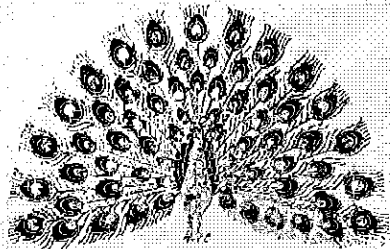
DON'TS

- Don't introduce sudden change
- Don't expect any displays of emotions
- Don't appear disorganised to them
- Don't touch or stand too close
- Don't invade their privacy
- Don't exaggerate or chatter
- Don't expect them to be radical

OWL IN A NUT SHELL

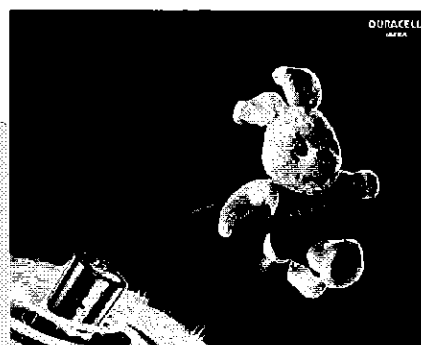


How to get along with the Peacock



Working with the Peacock


- They like to be challenged
- They like to be where the action is
- Give them creative freedom to get the job done
- Give them firm time lines
- Use their ability to create ideas
- Use their ability to connect with people
- **When you do these things, you will have unleashed a dynamo!**



Peacock

Show them how they can achieve popularity, recognition and applause.

HOT BUTTON



Peacock

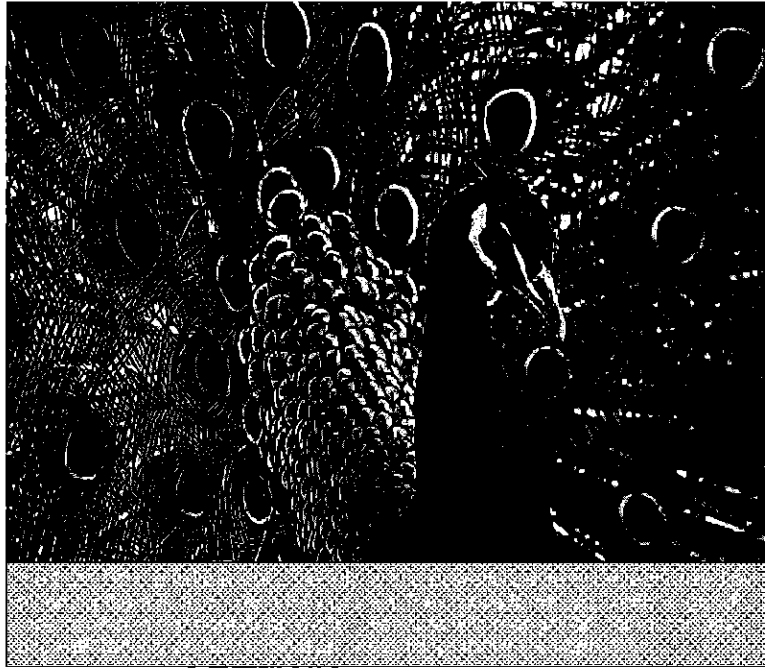
DO'S

- ⊙ Do keep them on track with questions
- ⊙ Do give lots of praise and compliments
- ⊙ Do be fun-loving and fancy free
- ⊙ Do let them use their imagination
- ⊙ Do appreciate they enjoy change
- ⊙ Do paint word pictures
- ⊙ Do keep the conversation moving

DON'TS

- ⊙ Don't expect them to be analytical
- ⊙ Don't lock them into repetitious tasks
- ⊙ Don't 'tell' them, 'sell them'
- ⊙ Don't expect them to be quiet
- ⊙ Don't ignore them
- ⊙ Don't expect them to stay around if bored
- ⊙ Don't be inanimate or too cool around them

PEACOCK IN A NUT SHELL



How to get along with the Eagle



Working with the Eagle

- Only two ways of doing things their way or the wrong way
- Give them results
- Let them take charge
- They may break bones instead of massaging them!
- If you want a strong leader they are an answer to a dream
- Talk in short hand
- **When you do these things, you will have a strong leader!**



Eagle

Show them how, or give them the authority, to take control in order to get results.

**HOT
BUTTON**



Eagle

DO'S

- ⦿ Do let them be in control
- ⦿ Do keep conversations brief
- ⦿ Do appreciate that discipline rules
- ⦿ Do be emotionally controlled
- ⦿ Do be decisive
- ⦿ Do accept their career comes first
- ⦿ Do understand that they are competitive

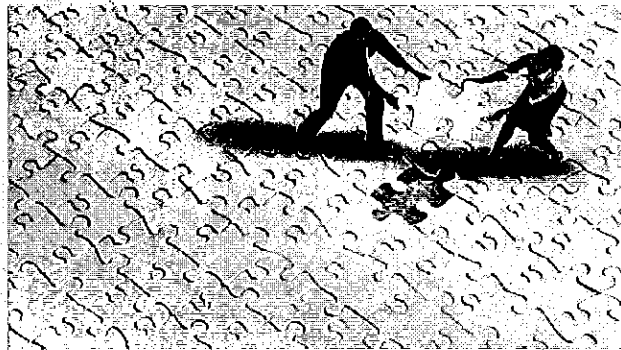
DON'TS

- ⦿ Don't offer long winded explanations
- ⦿ Don't expect them to be patient
- ⦿ Don't expect them to be timid
- ⦿ Don't try and lay down rules
- ⦿ Don't be too "fluffy"
- ⦿ Don't indulge in long telephone calls
- ⦿ Don't beat around the bush

EAGLE IN A NUTSHELL



Personal Agenda's



DOVES – need to learn

- to stop hiding their light under a bushel
- to try something new
- to motivate themselves
- to learn to communicate their feelings
- to practice making decisions
- to learn to say no
- to look after themselves
- to stick up for themselves



OWLS – need to learn

- to cheer up
- to stop getting hurt so easily
- to look for positives
- to blow away the black clouds
- to stop spending so much time planning
- to relax their standards
- to stop being their own worst enemy



PEACOCKS – need to learn

- to talk half as much
- to learn to listen
- to pay attention to names
- to write things down
- to stop filling in the gaps
- to stop interrupting
- to pull their life together
- to grow up



EAGLES – need to learn

- to take the pressure off others
- to respond to other leadership
- to tone down their approach
- to stop arguing and causing trouble
- to let someone else be right
- to learn to apologize
- to admit they have some faults
- to relax and chill out



Harness Personality ...



- - to get the job done
- - to make
 - everyone's contribution effective
 - your team more productive
- - to minimize
 - mis-understandings
 - miscommunication
 - resentment
- - to tackle things in a judgement-free way
- -to engage with;
 - colleagues
 - patients
 - partners

**You can possess all the knowledge
and skill necessary but not effectively work with people**



- ⦿ The challenge for leaders is being aware of our own behavioural style and learning how to interact effectively with those who do not share the same profile
- ⦿ Our teams succeed primarily because of human relationships