Working with All Types of People in Teams

May 19, 2015

Linda Kelly
Water Environment Federation
Alexandria VA

The first 30 seconds count

About 50% of the perception that you are a credible person who can be trusted is determined in the first 30 seconds of contact

And, once the decision is made, people almost never change their mind about it

The other 50% of establishing credibility is comprised of your competence and expertise, your honest and your commitment

Water Environment Federation®
the water quality people®

Wonder why you seem perfectly normal and no one else does?

- Because we're all different!

- There are no two of us alike!

- **But**, every individual has a unique but identifiable behavior pattern called "Personality Style." Because individuals act and respond in certain ways, they provide solid clues to their personality styles

- Not hocus pocus, no tricks; well documented studies show that observing traits allows for better understanding of people's preferences

The language of observable behaviors

- Recognizing the main traits of others helps you figure out how to work with them

- We all have some characteristics of all four basic personality styles, but one or two are prominent

  There is no "best" personality style. There are successful people, as well as failures, in each personality group.

- There are many very good "personality tests" to help you identify your own personality and to help you identify others

- Personality styles have been studied about every way possible, but the bottom-line is that preferences and behaviors are identifiable and can be categorized to determine personality styles

- Today we'll review the basic traits of the four styles due to time constraints.

Understanding different personality styles is an important part of a working relationship

Relationship = a specific state of affairs existing among people dealing with one another

Understanding helps you:
- Communicate
- See how you are seen by others
- See how other styles like to be treated
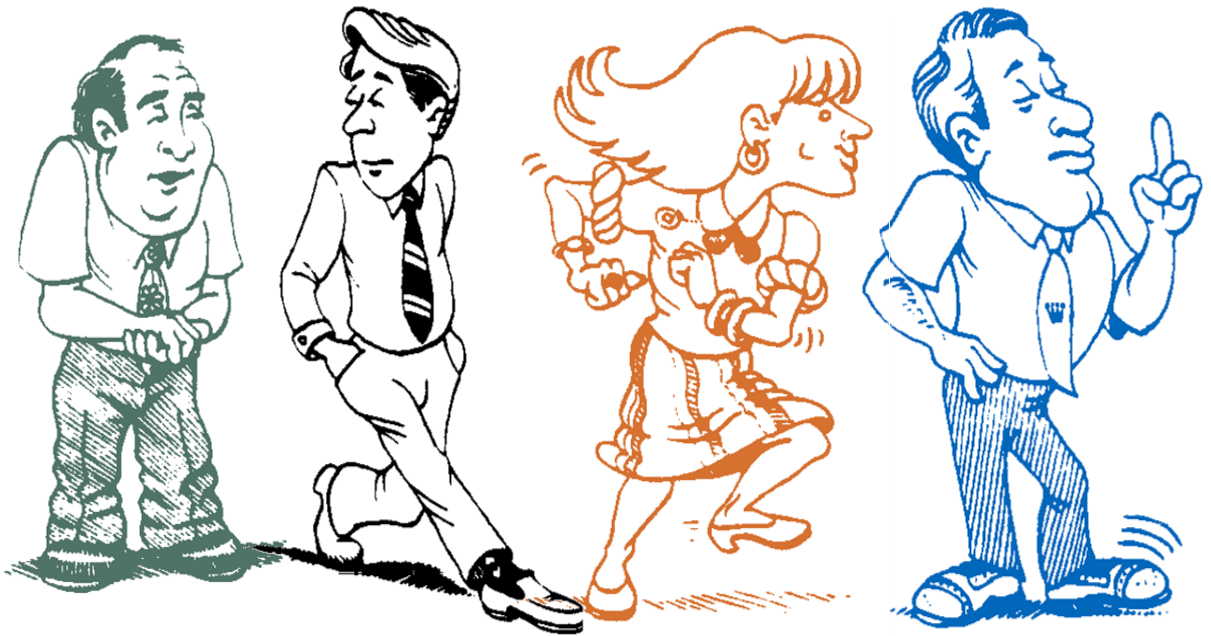- See what motivates them

Most important: Communication can be hampered by unlike personality styles

Four Basic Personality Styles

Remember, there is no right or wrong, no good or bad, just different styles!!

➢ Dominant
➢ Expressive
➢ Analytical
➢ Amiable

Note: Caricatures & descriptions are NOT meant to stereotype; simply to illustrate points!

Recognizing Dominant Styles

Power/Control

- Tell oriented
- May sound forceful without speaking loudly
- Speaks rapidly
- Decides quickly (wants decisions quickly)
- Prefers to direct others
- Deals in facts and opinions (bottom-line)
- Controls body movement
- Can appear abrupt or serious
- Looks you in the eye
- Moves into your space / leans in
- Displays little expression/gestures
- Disciplined / focused

Strengths: Independent, Candid, Decisive, Pragmatic, Efficient, Determined
Others May View As: Pushy, Severe, Tough-minded, Dominating, Harsh

Recognizing the Expressive Style

Relationships/Competition

- Tell oriented
- Usually brimming with energy
- Speaks louder and more rapidly
- Persuade oriented
- Expresses opinions and emotions (strongly) & largely based on intuition
- Playful & fun-loving
- Decides quickly
- People-oriented/feelings oriented
- Lots of eye contact/facial expression/vocal ranges
- Leans forward / touches
- Least disciplined about time
- Initiates lots of ideas/volunteers

Strengths: Outgoing, enthusiastic, persuasive, spontaneous, stimulating, dramatic
Others May View As: Manipulative, excitable, undisciplined, reacting, promotional

Water Environment Federation®
the water quality people®

Recognizing the Analytical Style

Perfection

- Ask oriented
- Usually not talkative
- Speaks more quietly
- Uses slow, more hesitant speech
- Researches carefully, focuses on details/options
- May stop in mid-sentence, then begin a new sentence
- Decides more slowly/exerts less pressure to decide
- Not much variation in voice
- Fact/task oriented
- Slower paced in walk and gestures
- May like to work alone
- Not much variation in facial expressions

Strengths: Logical, orderly, serious, systematic, prudent, industrious, persistent, vigilant,
Others May View As: Critical, indecisive, stuffy, exacting, moralistic

Water Environment Federation
the water quality people®

Recognizing the Amiable Style

Helping/Diplomatic

- Ask oriented
- Less talkative
- Speaks softly, less intensely, less rapidly
- Invites others to express opinions
- May offer ideas which initiate compromise
- Decides more slowly
- People oriented, friendly
- Remember well
- Prefers one-to-one interactions rather than group
- Feelings-oriented
- Slower paced in walk and gestures
- Tends to lean backward, even when making a point
- Uses flowing, non dramatic gestures/voice
- Is more flexible about time

Strengths: Supportive, cooperative, diplomatic, patient, loyal, respectful, dependable
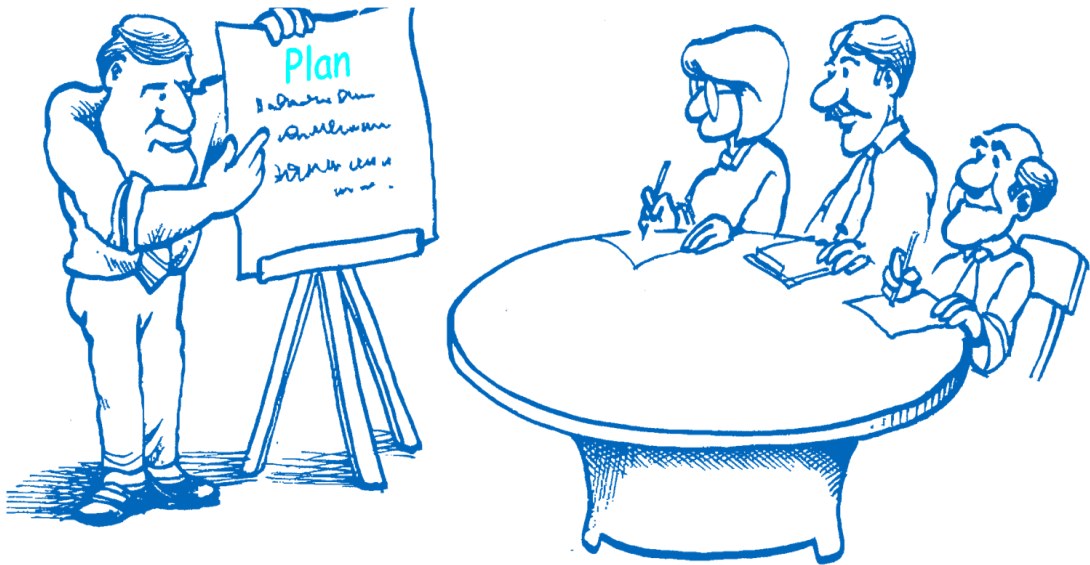**Others May View As:** Conforming, retiring, dependent, emotional

Water Environment
Federation
the water quality people®

Teams and the Styles

1. Valuing what each style brings to a work team

2. Modifying your behavior to foster good communications

3. Working with styles unlike you
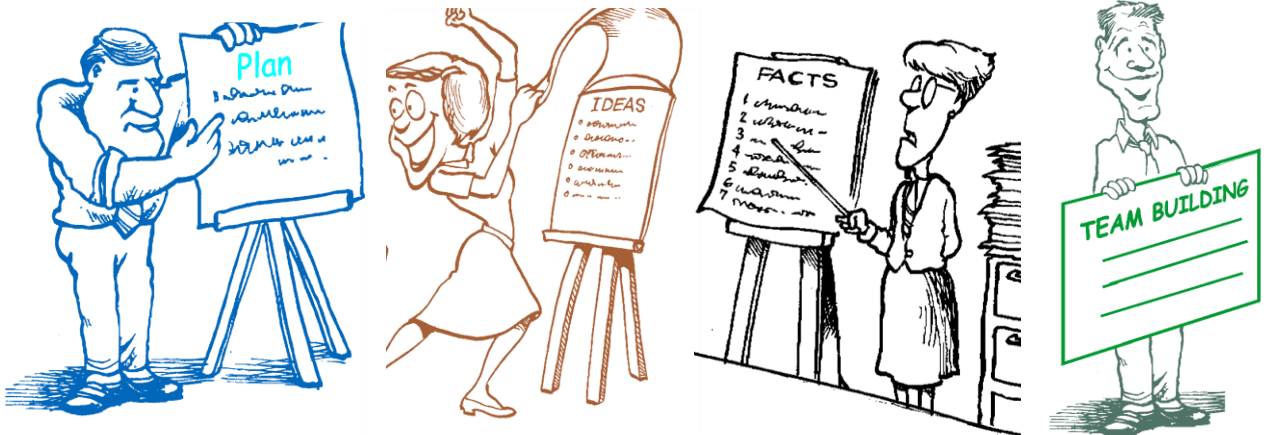
It takes all four styles to make an effective team

Dominant styles bring to a team:
- Action
- Decision-making
- Opinions
- Risk-taking opportunities
- Delegation

It takes all four styles to make an effective team

Expressive styles bring to a team:
- Creativity
- Enthusiasm
- Fun
- Inspiration
- Volunteerism

Water Environment Federation®
the water quality people®

It takes all four styles to make an effective team

Analytical styles bring to a team:
- Order/structure
- Details
- Facts
- Plans/timelines
- Diligence

It takes all four styles to make an effective team

Amiable styles bring to a team:
- Team skills
- Listening skills
- Support
- Consensus-building
- Compromise

In Conclusion....

- A successful career depends on your ability to work with all kinds of people

- You can't change anyone; you can't change your basic preferences (much)

- But, you can observe/learn their communication preferences and modify in order to have a good working relationship

- Using what you've learned (or not) is up to you. Remember, you take the final credit and responsibility for your own actions

Thank you,

Linda Kelly
lkelly@wef.org

Water Environment
Federation
the water quality people®