



Competencies that are addressed:

PRIMARY COMPETENCY CATEGORIES:

- **Communication—**

Practices active listening supported with meaningful oral and written information.

- **Conflict Resolution—**

Creates harmony in stressful interpersonal situations and brings people together who have been separated by their differences.

- **External Awareness—**

Sees things from multiple points of view. Is mindful of how actions impact others. Keeps up to date with issues that affect area of responsibility.

RELATED COMPETENCY CATEGORIES:

- **Influence—**

Consistently directs situations and inspires people for an all-win environment.

- **Adaptability—**

Open-minded. Demonstrates flexibility when faced with changes at work.

- **Interpersonal Skills—**

Displays a consistent ability to build solid relationships of trust and respect inside and outside of the organization.

Communicate with Different Personality Styles

SUMMARY

This module will help you understand the four dominant personality styles: driver, expresser, amiable, and analytical. Knowing your style is the most important element to help reach across barriers and connect with others. You need to identify your own strengths and weaknesses in order to take control of your actions and feelings. Then you can focus on understanding others and using effective approaches to build collaboration.

CONTEXT

Behavioral psychologists have researched the theory that people's behavior can be roughly classified in four groups, represented as quadrants. Each quadrant represents the behavioral styles of people in that group. No one is purely any style, and no style is better or worse than another. Each tendency has strengths and weaknesses. By recognizing your dominant style and developing the ability to identify traits in others, you can change our behaviors to interact with a wide variety of personalities and tendencies.

At the completion of this module, participants will be able to:

- Identify their own personality style and how they react under pressure
- Influence the attitudes and behaviors of others
- Modify their behaviors to better connect with people of different styles

“When dealing with people, remember that you are not dealing with creatures of logic, but creatures of emotions.”
—Dale Carnegie