“I Just Don’t Understand You!”
• Understand impact of own behaviour
• Understand others
• Adapt and connect for better relationships
People Are The Same All Over The World
“The REAL currency in an organisation is not money – it is RELATIONSHIPS”
Push The Hand!

Turn to the person next to you
Place palms together
One of you exert gentle pressure (push)
Push The Hand!

PEOPLE MIRROR EACH OTHER

WHEN YOU PUSH, THEY PUSH BACK!
DON’T PUSH!!

• Engage
• Inform (context/reason)
• Agree (outcome)
• Start (when both ready)
• Check
• Achieve
1. Rapport
2. Relationship
3. Respect
4. Result
Who Do I like?
Who AM I like?
The role of BEHAVIOUR
Fold Your Arms!
The Four Humours

- Melancholic: Serious in approach, concerned with others’ opinions
- Choleric: Seen as tough-minded
- Phlegmatic: Outgoing & fun-loving
- Sanguine: The Four Humours

Hippocrates 500 BC
3 Psychological Preferences

- Introversion – Extraversion
- Thinking – Feeling
- Sensation – Intuition

Carl Gustav Jung
1875-1961
Self Awareness

Thinking
- Competitive
- Demanding
- Determined
- Strong-willed
- Purposeful

Feeling
- Caring
- Encouraging
- Sharing
- Patient
- Amiable

Sensation
- Cautious
- Precise
- Deliberate
- Formal
- Analytical

Intuition
- Sociable
- Demonstrative
- Enthusiastic
- Persuasive
- Expressive

Introvert
- Extravert
What each type PRIMARILY wants...

- Clear Information
- A Quick Result
- Fairness & Support
- Enjoyable Interaction
We judge people on their BEHAVIOUR
Not their INTENTIONS
What do people say about you when you’re not there?
Good Day
Bad Day
On a good day... STRENGTHS

Cautious  Competitive
Precise     Demanding
Deliberate Determined
Formal     Strong-willed
Analytical Purposeful

Caring  Sociable
Encouraging Demonstrative
Sharing  Enthusiastic
Patient  Persuasive
Amiable  Expressive
The DARK side
On a good day... STRENGTHS

Cautious
Precise
Deliberate
Formal
Analytical

Competitive
Demanding
Determined
Strong-willed
Purposeful

Caring
Encouraging
Sharing
Patient
Amiable

Sociable
Demonstrative
Enthusiastic
Persuasive
Expressive
On a bad day… corollary

WEAKNESSES

Aggressive
Controlling
Driving
Overbearing
Intolerant
Flamboyant
Excitable
Indiscreet
Frantic
Hasty
Stubborn
Docile
Bland
Plodding
Reliant
Stuffy
Indecisive
Suspicious
Cold
Reserved

When under pressure (stressed)

OVERPLAYED
What Can You See From YOUR Mountain?

PERCEPTION
Another's perception may be invaluable
The mind interprets data based on past experience

It will ADD elements which it expects to be there

It will ignore elements which it does not expect to be there

https://www.youtube.com/watch?v=Ahg6qcgoay4

What do we do with people?
Recognising Type
Colour Energies as Clues in Interactions
I Don’t Like Your Tone!

Clear, business-like, challenging and possibly abrupt

Soft, sincere and interested. Pauses before answering

Loud with enthusiastic tonality. Smiles and expression

Quiet and uninflected. Relatively slow delivery which may trail off
SHOW ME YOU CARE!
How can I support you in this?

How do you feel it’s going?
GIVE ME THE DETAILS!
What other information do you need?

What are your thoughts?
INVOLVE ME!
How can I team up with you on this?

Fantastic! What else is happening?
BE BRIEF,
BE BRIGHT,
BE GONE!
When do you want this by?

What do you need me to do next?
### Complementary Styles

#### Sunshine Yellow

**Strengths**
- Quick to build relationships
- Can see the big picture

**Weaknesses**
- Lack detail and focus
- Can lose interest

#### Cool Blue

**Strengths**
- Knowledgeable & detailed
- Very thorough to the end

**Weaknesses**
- A bit reserved at first
- Focus on unimportant detail
Complementary Styles

**Earth Green**
- **Strengths**
  - Builds deep relationships
  - Patient

- **Weaknesses**
  - Slow to adapt to change
  - Reliant on others

**Fiery Red**
- **Strengths**
  - Love challenges
  - Influence others

- **Weaknesses**
  - Can be seen as arrogant
  - May not let others finish
Key Learning Points

• We are a mixture of all four
• Each has strengths & challenges
• Our least preferred colour may be the most difficult
• Good relationships = valuing differences
• No ‘Boxes’
Do Unto Others as you THEY would be done unto
Sure glad the hole isn’t at our end.
TEAM

HIDDEN IN THE

‘A’ HOLE!!