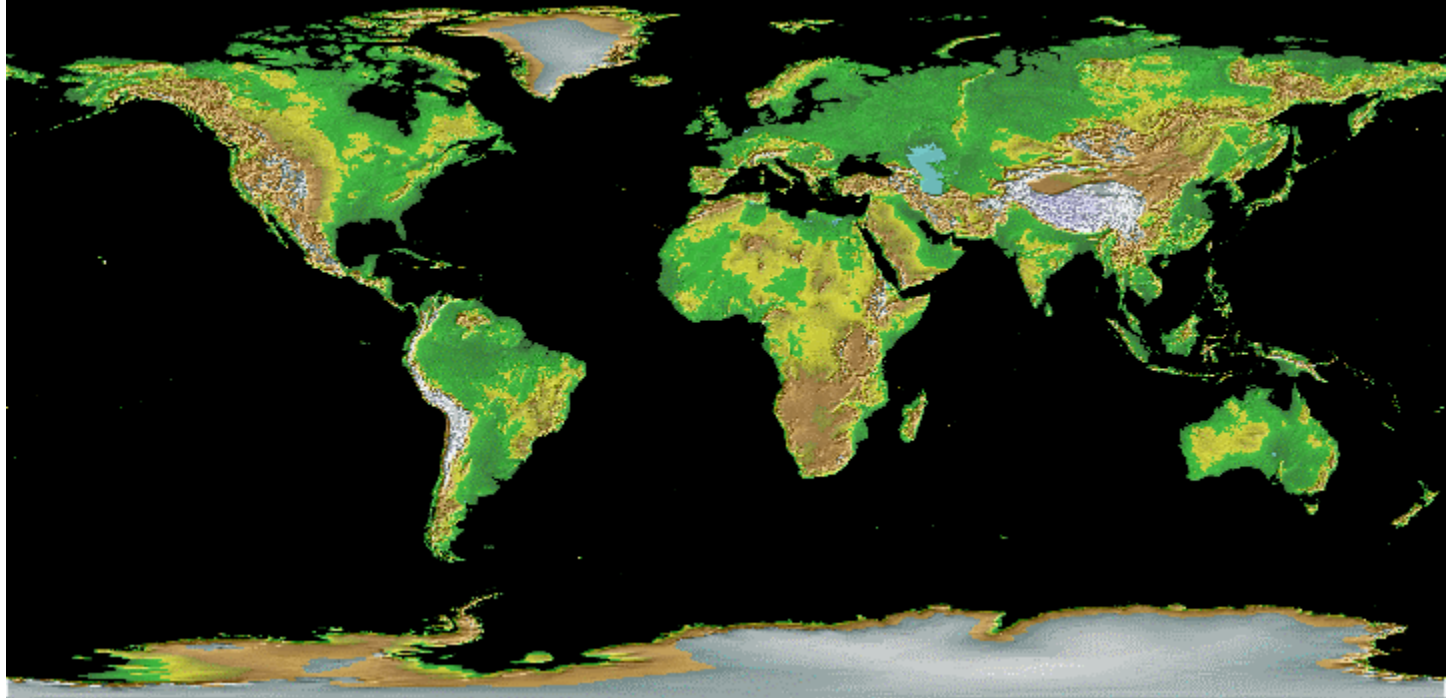


**“I Just Don’t
Understand You!”**



- 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

Choleric

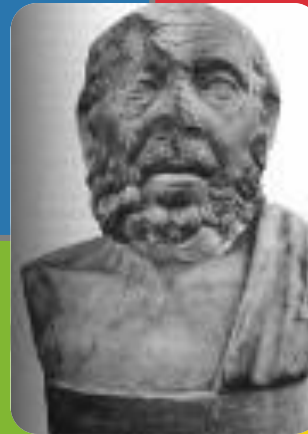
Seen as
tough-
minded

Concerned
with others'
opinions

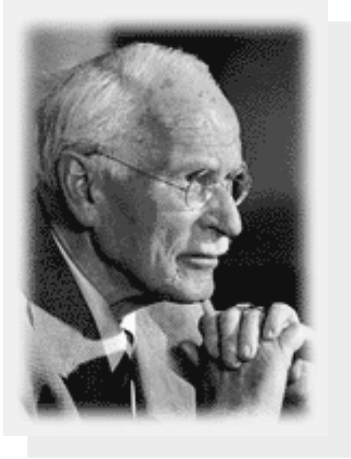
Phlegmatic

Outgoing &
fun-loving

Sanguine



Hippocrates 500 BC



Carl Gustav
Jung
1875-1961

3 Psychological Preferences

Introversion – Extraversion



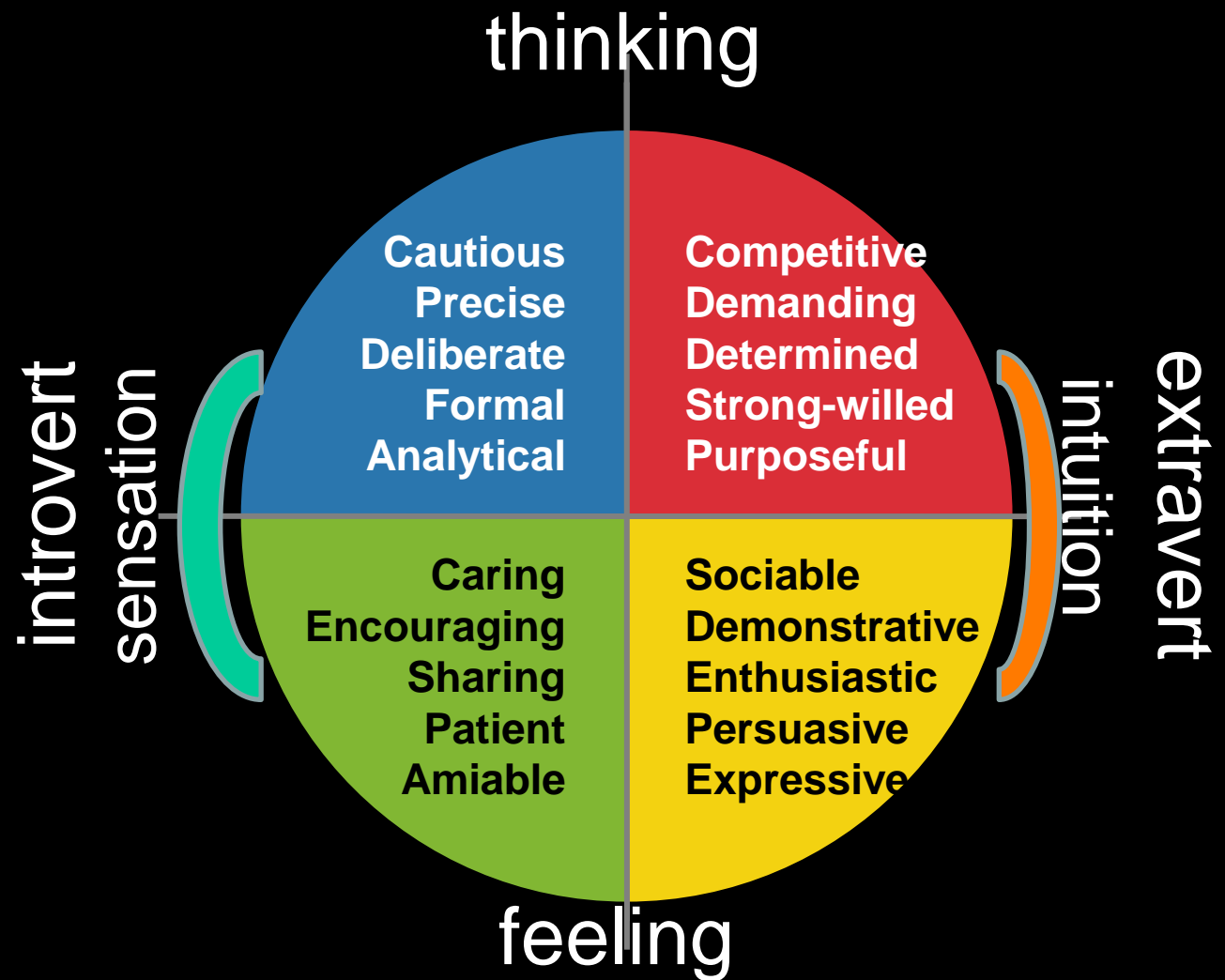
Thinking – Feeling



Sensation – Intuition



Self Awareness

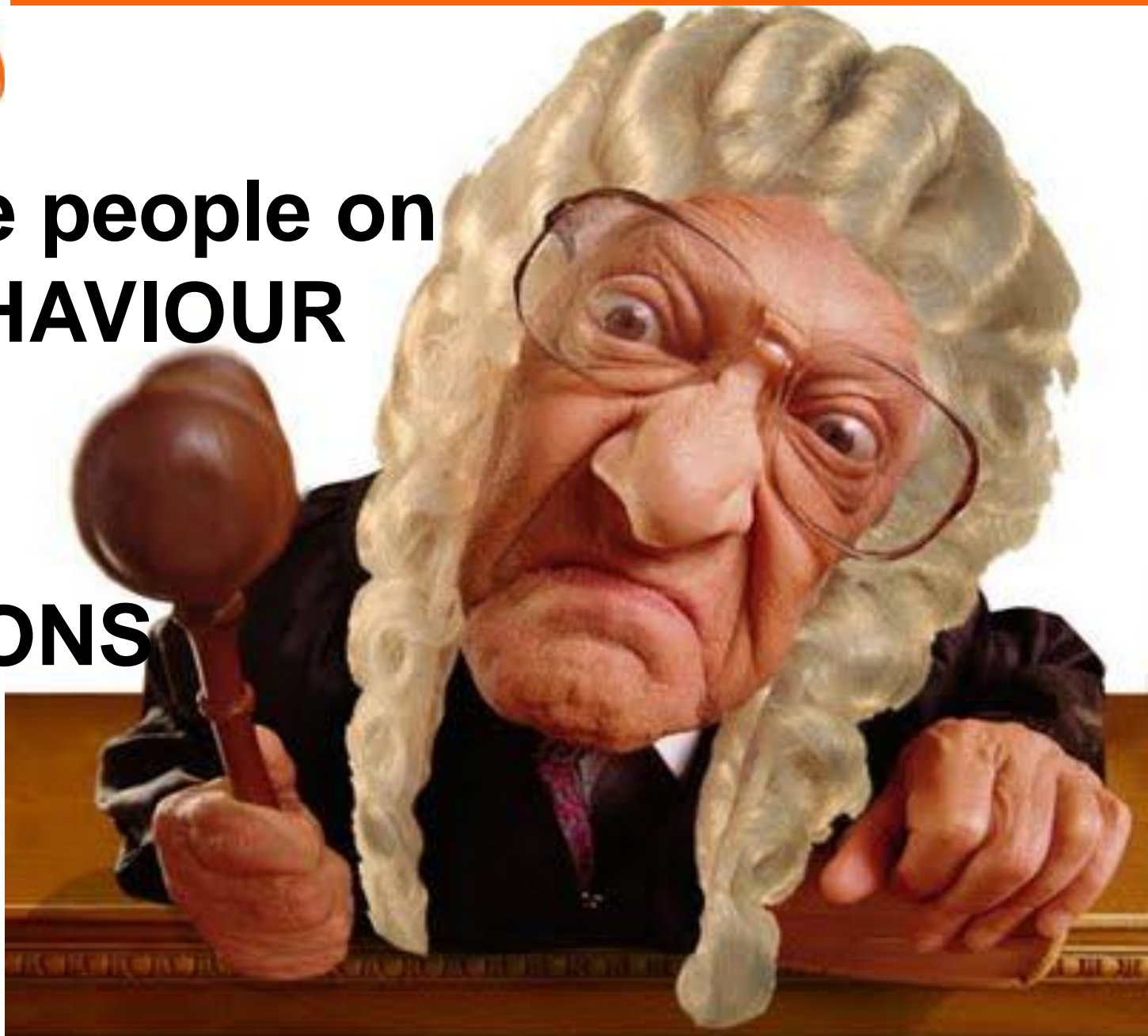


What each type **PRIMARILY** wants...



We judge people on their BEHAVIOUR

Not their INTENTIONS

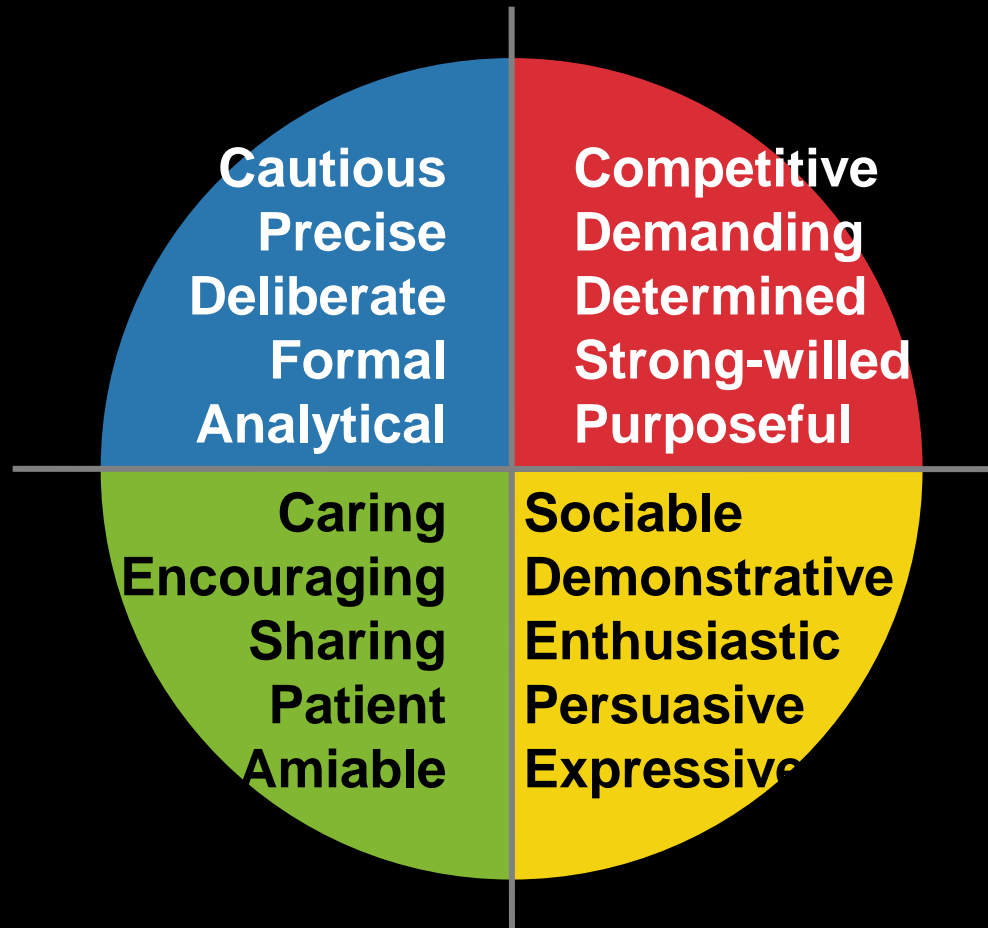


**What do
people say
about you
when you're
not there?**

Good Day Bad Day

STRENGTHS

On a good day... STRENGTHS

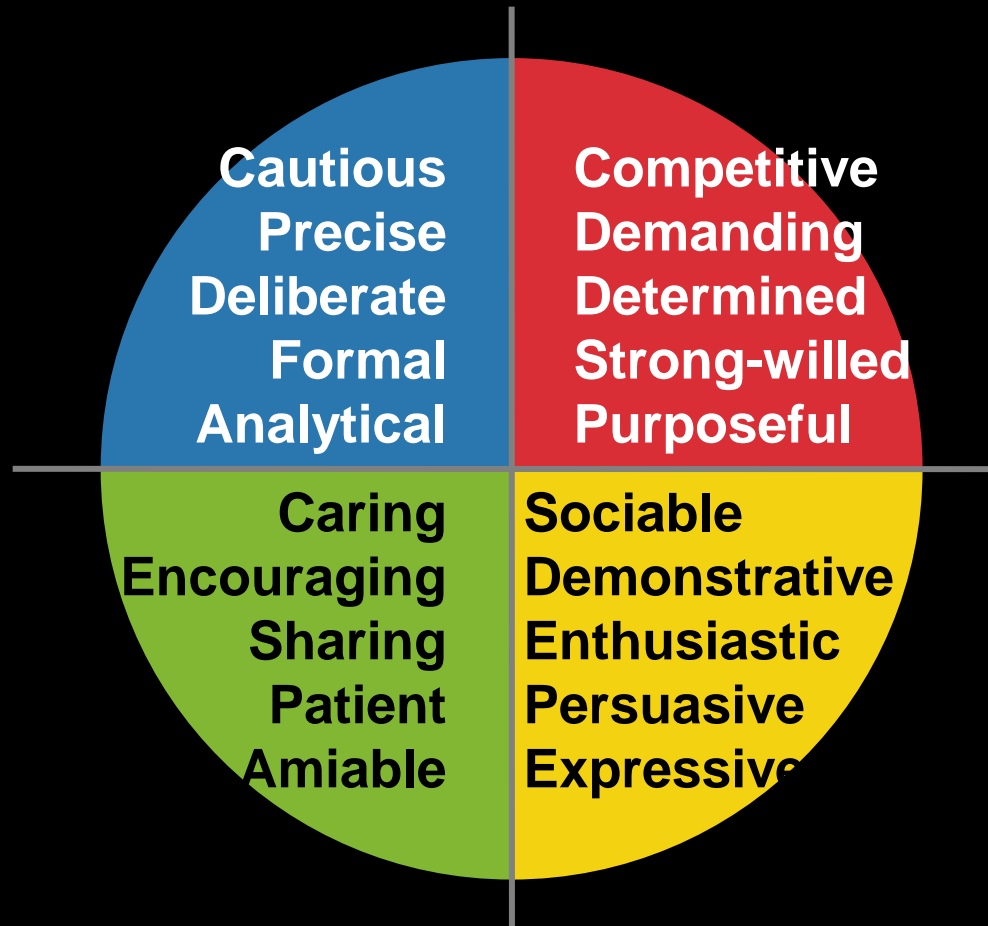


The DARK side



STRENGTHS

On a good day... STRENGTHS



On a bad day... corollary WEAKNESSES

**When under
pressure
(stressed)**

OVERPLAYED



What Can You See From YOUR Mountain?



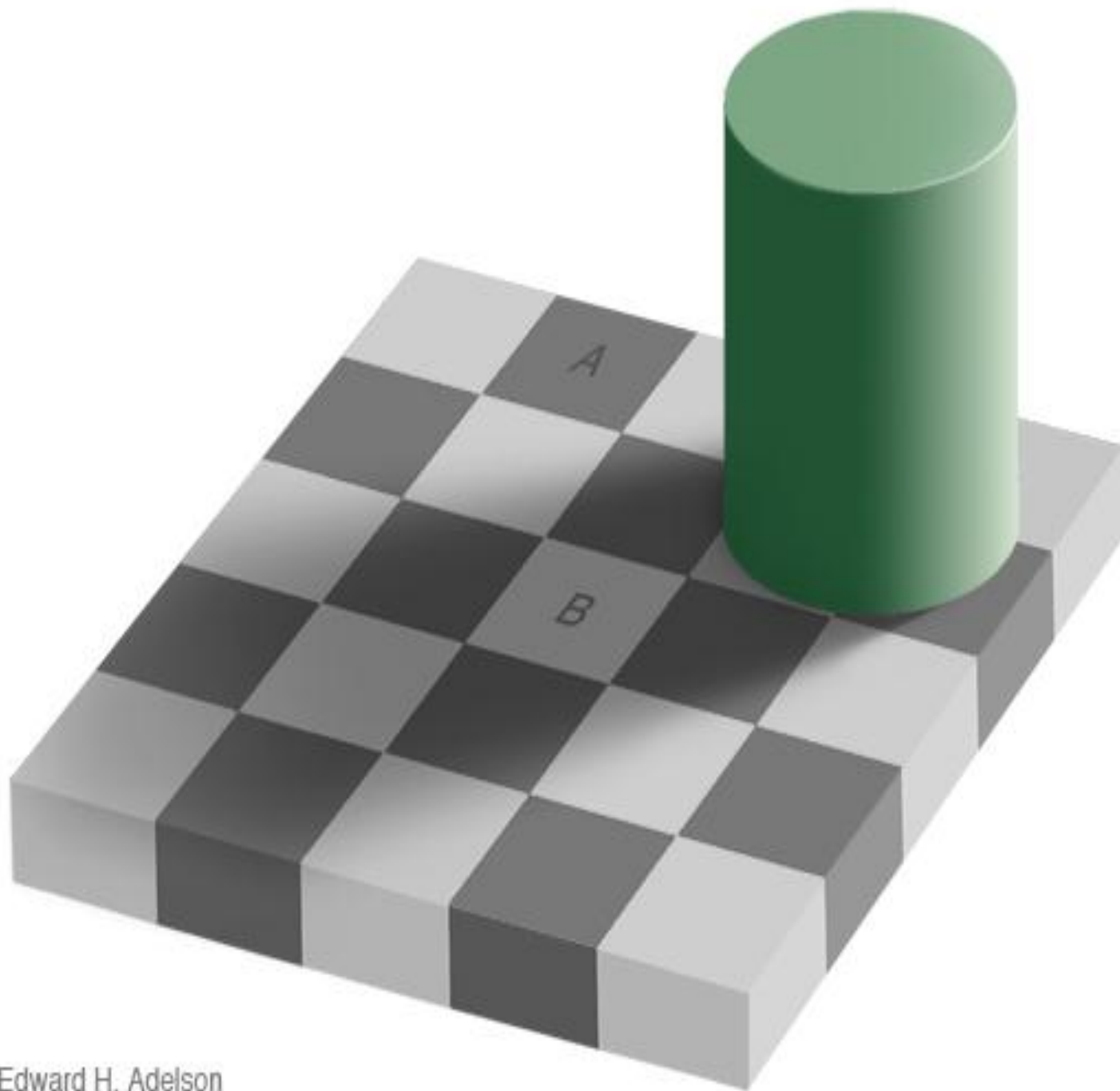
PERCEPTION

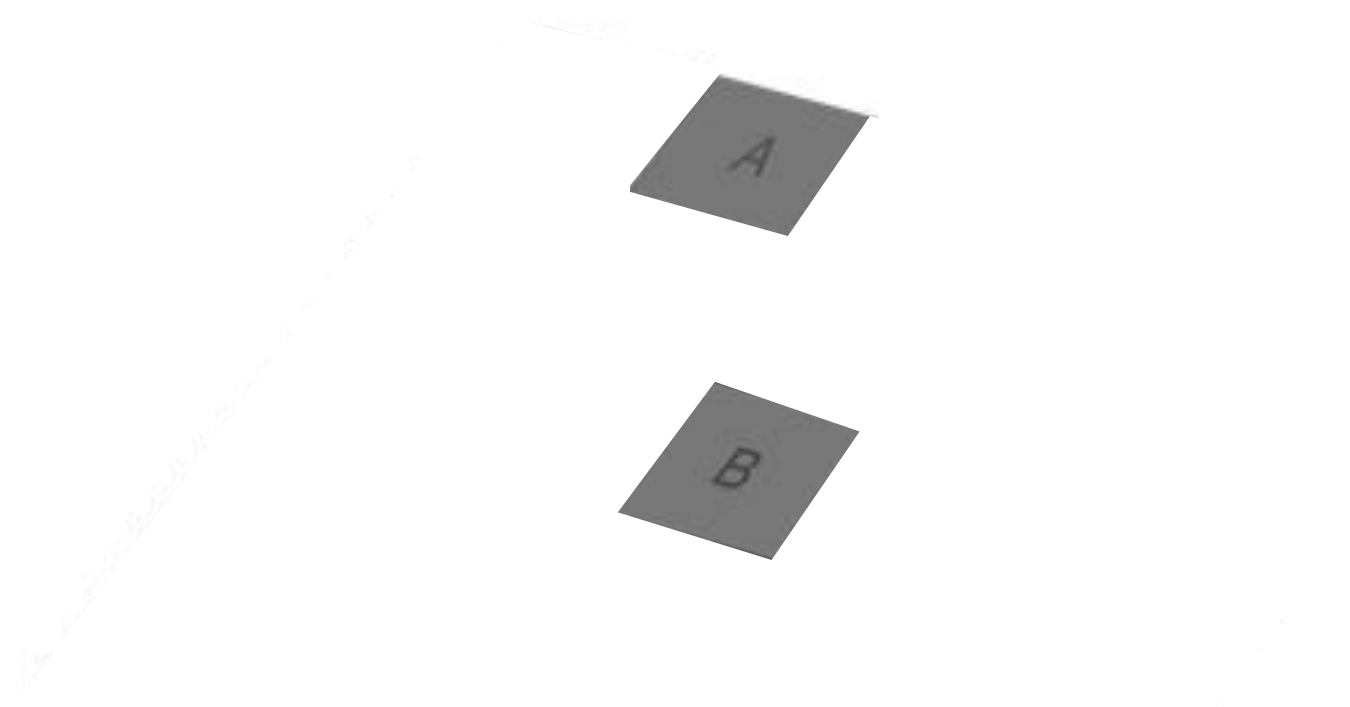
ANDY EDWARDS 

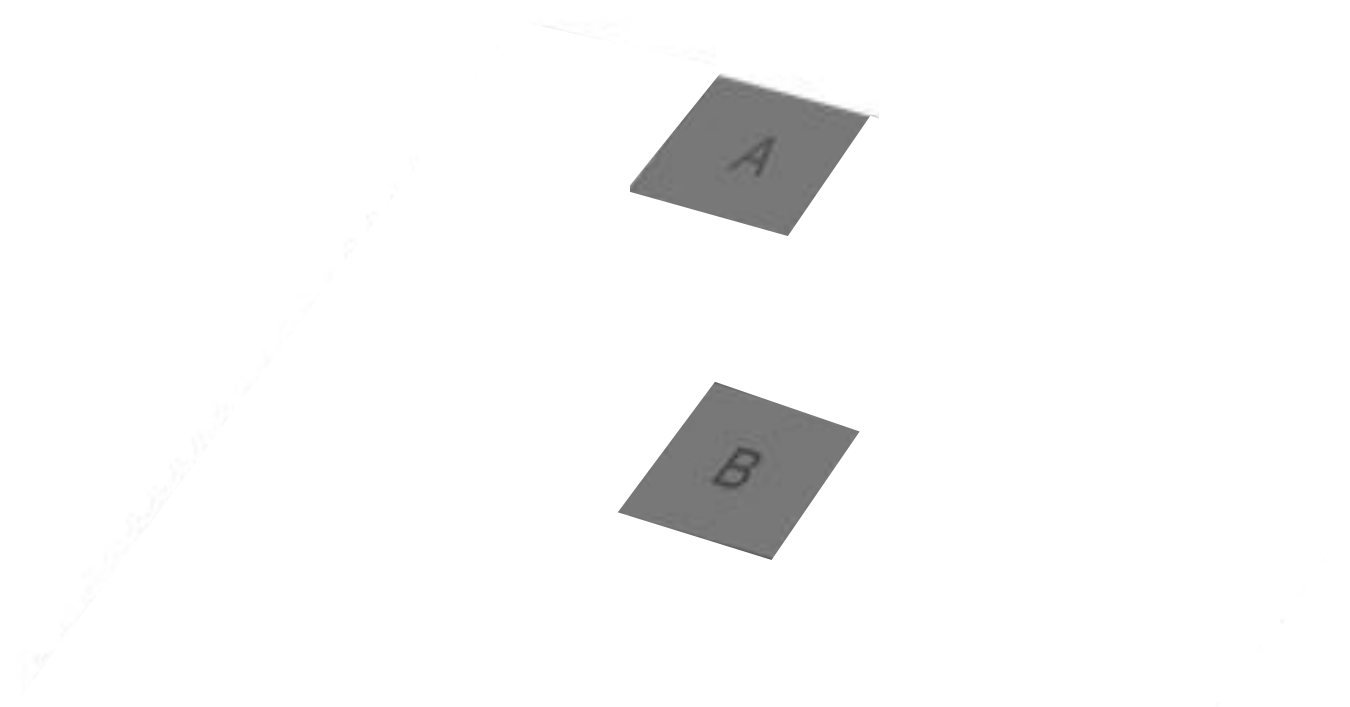
andy@andyedwards.biz











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

questioning



reserved



objective

determined



affirmative



intolerant

relaxed



stubborn



calming



expressive



buoyant



frantic



Colour Energies as Clues in Interactions



Cluster 1



Cluster 2



Cluster 3



Cluster 4

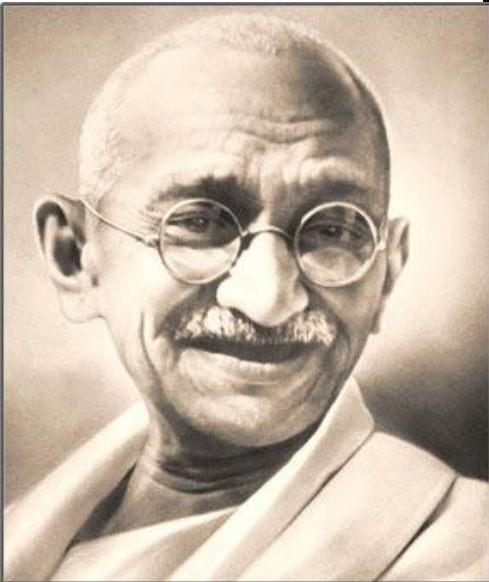
I Don't Like Your Tone!

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?

ANDY EDWARDS

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***GIVE ME THE
DETAILS!***

What other
information do you
need?

What are
your thoughts?

ANDY EDWARDS 

andy@andyedwards.biz



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

Weaknesses

A bit reserved at first

Focus on unimportant detail

Strengths

Knowledgeable & detailed

Very thorough to the end

Complementary Styles

Earth Green

Fiery Red

Strengths

Builds deep relationships

Patient

Weaknesses

Can be seen as arrogant

May not let others finish

Weaknesses

Slow to adapt to change

Reliant on others

Strengths

Love challenges

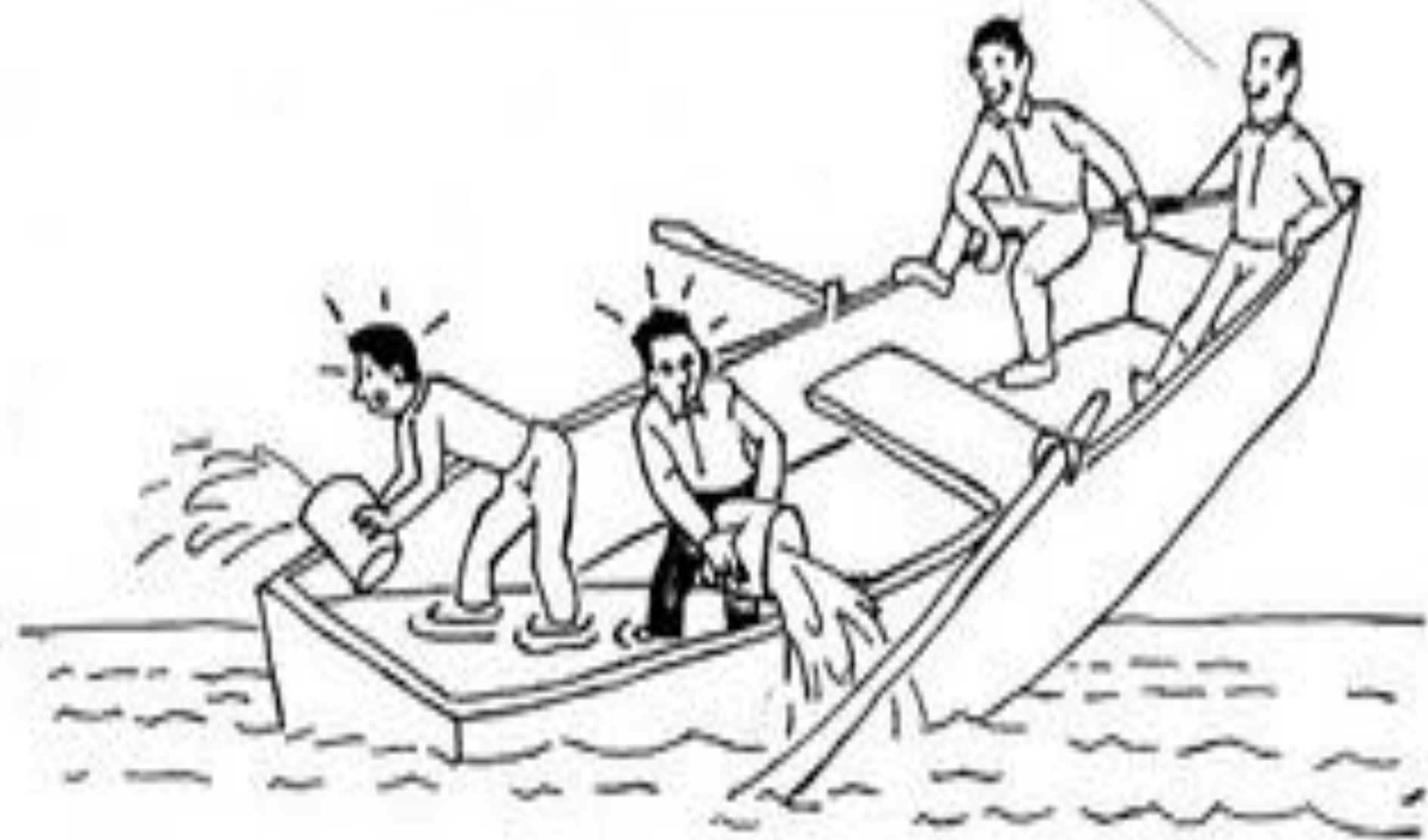
Influence others

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!!