

## *Personality Types*

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## BEHAVIOURS

Self-awareness is fundamental to success (Daniel Goleman 1995). The routes to this are self-reflection and feedback. This session looks at a model for maximising an individual's opportunity to *develop*.

## TREAT OTHER PEOPLE...

## GETTING THE BEST OUT OF ME

If someone is telling you about something, do you like to have the details clearly explained, or just the main points?

Do you like to have a bit of a catch up/sharing of 'life', or get straight to the point before talking about something that needs to be done at work?

Do you find being on your own boring, or do you enjoy it?

When you are playing games with a young person, would you deliberately play badly to enable them to win, or do you think a win needs to be honestly attained?

When making plans, do you like to hear other people's opinions first, or share your opinion first so that others can consider it?

Do you find social gatherings energising, or might they tire you out?

Would you find doing a 1000-piece jigsaw boring quite quickly, or would you enjoy the challenge of finishing it?

Do you enjoy checking other people's work for typos, spelling mistakes etc, or is that level of detail not your strong point?

Do you tend to be impulsive when buying/organising/doing things?

If you are part of a group that is facing a challenge, is your instinct to start by discussing the challenge, or how people feel about the challenge?

How do you find being around excitable people for the day?

## THE COLOURS MODEL

Sets of circumstances or events cause people to respond to them in a particular way.

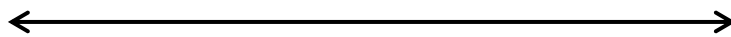
Human beings are creatures of habit. As we grow up we become comfortable doing things in certain ways and we develop our own comfort zones, a concept first suggested by Carl Jung.

These are our preferences of behaviour and the Colours Model combines two main behavioural preferences each of which can be plotted on an axis.

### THE INTROVERT – EXTROVERT (PACE) AXIS

This represents the speed at which a person prefers to communicate & make decisions.

Slower



Faster

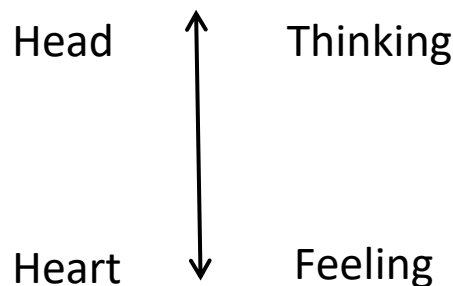
Introvert

Extrovert

You can also think of this as where we prefer to get our energy from – from inside ourselves or from other people.

### THE THINKING – FEELING (HEAD – HEART) AXIS

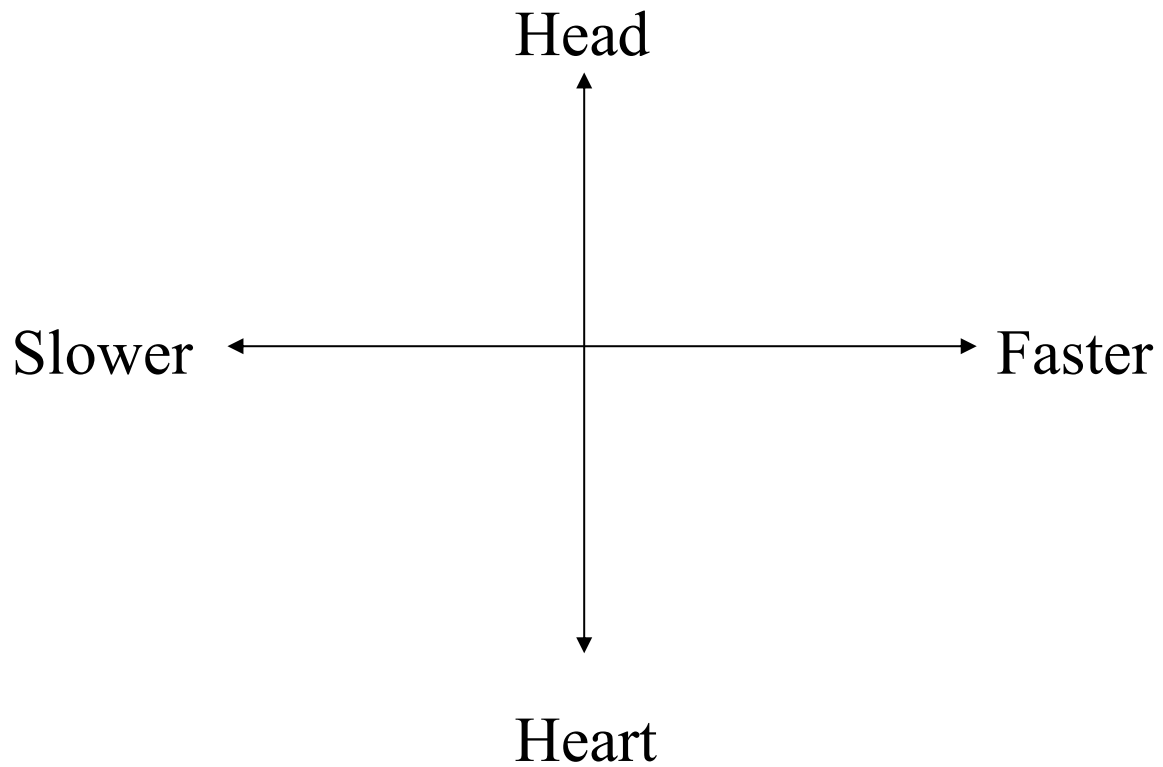
This represents whether we make decisions firstly by logic and facts or firstly by our emotions and “gut” feel.



Of course both of these axis are a continuum and we operate across the whole spectrum at different times of the day depending on the situation and who we are dealing with.



## WHERE WOULD YOU PLACE YOURSELF AT WORK/HOME?

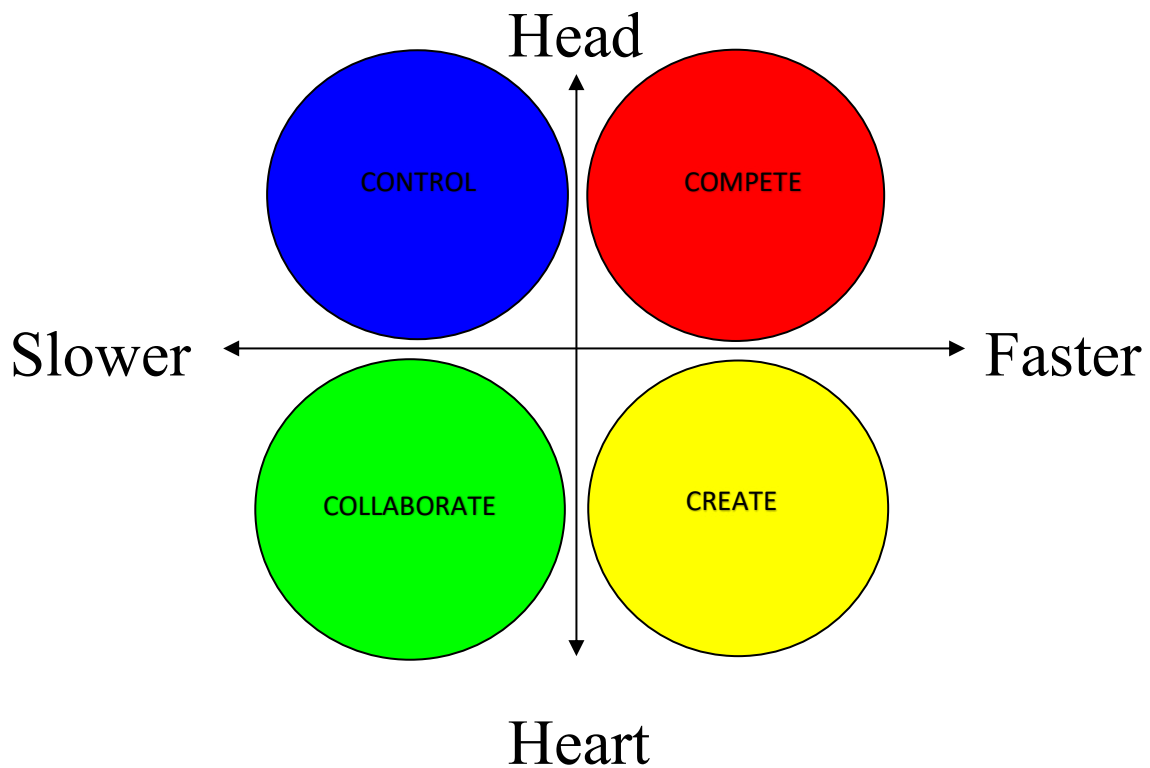


Has your underlying behaviour changed over the years, if so, how?

Are you different at work / home / with friends?

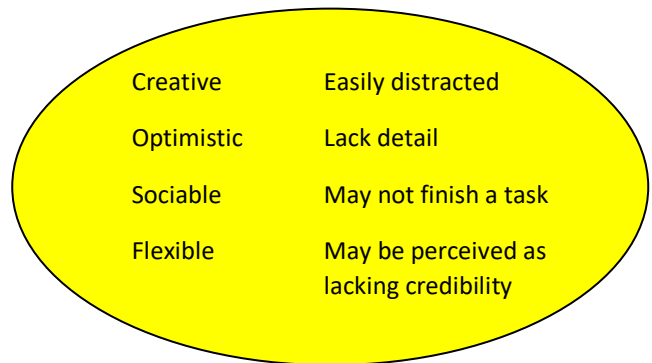
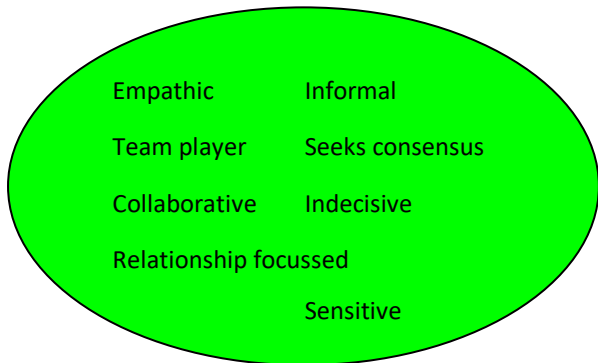
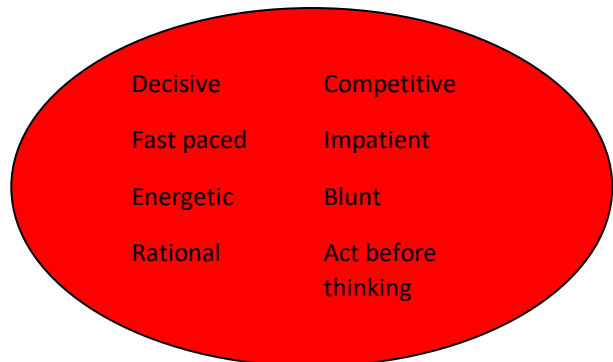
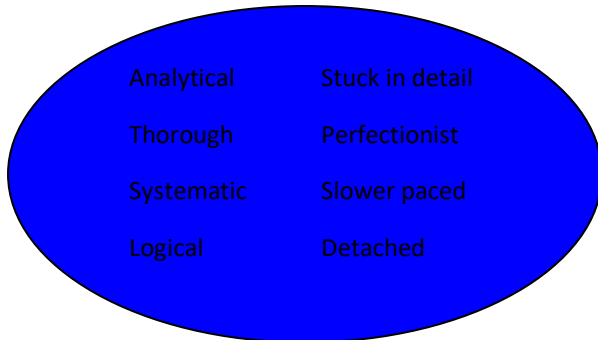
## THE COLOURS MODEL

This is simply a means of grouping certain types of behaviours in order that we can plan and prepare in the best way to navigate a conversation. It does not represent reality, in the same that a map of the London Underground is a way of navigating the system however if we came to the surface and tried to find our way around London, it doesn't look like actual reality.



What types of jobs in an organisation might be attractive to each of the colours?
Red
Yellow
Green
Blue
If you were thinking about ideas for a party, who might be good to speak to?
If you were having a tough time, who might be good to speak to?
If you needed someone to go over an essay you have written, who might be good to speak to?
If you wanted someone to tell it straight, who might be good to speak to?

## KEY CHARACTERISTICS



On a good day I am:

On a bad day I can be:

Think about your best friend, partner, mum, dad, carer...someone you like and know well. Which colour would you say they are?

Which colour are you naturally drawn towards?

Which colour might you find difficult?

# HOW CAN YOU SPOT SOMEONE'S COLOUR IN THE FIRST 90 SECONDS?!

<b>Voice?</b> Pace Volume Tone <b>Gestures?</b> Size Number <b>Facial Expression?</b>  <b>Posture?</b>  <b>Eye contact</b>	Decision making based on	How they manage time
	Important in building relationships	What they like to be recognised for

<b>Voice?</b> Pace Volume Tone <b>Gestures?</b> Size Number <b>Facial Expression?</b>  <b>Posture?</b>  <b>Eye contact</b>	Decision making based on	How they manage time
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## PERCEPTIONS OF OTHERS

How might people of different colour preferences perceive each other?

	Red	Blue	Yellow	Green
Red				
Blue				
Yellow				
Green				

## GETTING THE BEST OUT OF OTHERS

### BLUE



- Stick to the facts
- Get to business promptly
- Give them thinking time, time to analyse
- Use data & evidence
- Get into details & statistics
- Be task & cost focused
- Slow down and be realistic
- Keep things relatively formal
- Be prepared & be reliable



- Be vague
- Indulge in lengthy small talk
- Be pushy or rush them
- Overuse pretty pictures & visuals
- Be superficial
- Get too emotional
- Exaggerate & be over the top
- Touch them
- Fail to deliver on your promises

### RED



- |  |   |
|--|---|
| <ul style="list-style-type: none"><li>• Know your facts</li><li>• Get to business quickly</li><li>• Be fast</li><li>• Talk about results &amp; objectives</li><li>• Be concise</li><li>• Appear confident</li><li>• Be clear</li><li>• Be honest</li></ul> | <ul style="list-style-type: none"><li>• Waffle</li><li>• Talk pleasantries for too long</li><li>• Spend too long on unnecessary information</li><li>• Dress it up, be over emotional</li><li>• Say 'might' or 'maybe' – be definite</li><li>• Take control away from them – give them choices</li></ul> |
|--|---|



## YELLOW



<ul style="list-style-type: none"><li>• Smile &amp; be enthusiastic</li><li>• Be friendly &amp; interactive</li><li>• Be fast</li><li>• Talk more about people</li><li>• Talk big chunks</li><li>• Use humour</li><li>• Fuel their ego</li><li>• Recognise their efforts</li><li>• Use eye contact</li></ul>	<ul style="list-style-type: none"><li>• Be monotone</li><li>• Be negative &amp; unresponsive</li><li>• Cramp their style</li><li>• Get into details</li><li>• Be too serious all of the time</li><li>• Criticise them in a personal way</li><li>• Be too bullish</li><li>• Be too slow – they are easily distracted</li></ul>
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## GREEN



<ul style="list-style-type: none"><li>• Build relationships</li><li>• Discuss things with them – involve them</li><li>• Build continuity</li><li>• Develop trust – they must trust &amp; like you</li><li>• Be friendly without overdoing it</li><li>• Be people focused</li><li>• Listen to them</li><li>• Show them respect</li></ul>	<ul style="list-style-type: none"><li>• Be pushy</li><li>• Talk <b>at</b> them</li><li>• Give them too many figures &amp; statistics</li><li>• Be insincere</li><li>• Be loud</li><li>• Rush them</li><li>• Be too “touchy-feely” until they are ready</li><li>• Expect too much too soon</li></ul>
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## HOW TO SAY NO TO DIFFERENT PEOPLE

Sometimes we just need to say 'no'.

Which colour will probably find saying 'no' the easiest?

Which colour will probably find saying 'no' the hardest?

Which colour might overthink you saying no?

Which colour might get surprising emotional when you say no?

Saying No to Yellow People
Saying No to Green People
Saying No to Blue People
Saying No to Yellow People

## REFLECTION

What might be the issue with treating other people the way you like to be treated?

What is your colour?

Which colour person do you find most challenging?

Thinking about the person you are closest to, what colour are they?

What has been your key learning following the training

What will you try to do differently as a result of the training?

## COURSE EVALUATION

<b>Trainer:</b>		<b>Course:</b>	Personality Types
<b>Date:</b>		<b>Your Name:</b>	
<b>Job Role:</b>			

**Complete the following question at the start of the day please.**

What are your key learning goals for today?

### Review of the Day

1=very poor, 6=excellent

	Score /6
To what extent were your learning goals met?	
How effective was the trainer in communicating with the group?	
How useful are the training materials you have received?	
Was the day enjoyable?	

### Your Comments

Please detail any comments about any aspect of the course or feelings that you have in the box below. What would you say to other people about this course?

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<b>Certificate rec'd at end of course?</b>	If not, please insert an email here clearly & we will send it to you.
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*Thank you for your time in completing this evaluation.*