HOW TO GET ALONG WITH ANYONE, ANYTIME

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IN YOUR PERFECT WORLD

• What would a day in your perfect world look like?

OVERVIEW

• What is personality all about?
• Communication is the Key to Understanding
• The 4 Personalities
• Identifying Your Unique Style
• Communicating with the Personalities
• Working with the Personality Styles
• Matching Jobs with Personality Styles
• Final Thoughts/More Information

HOW DO YOU FEEL WHEN YOU FIRST MEET SOMEONE?
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PERSONALITY – WHAT IS IT?

• Latin word, persona – theater mask used to disguise identities
• Characteristic patterns of thoughts, feelings and behaviors that make us unique
  • Remains constant throughout life
  • Example children and how they are when they are young
• How is personality made up?
  • How you act in certain situations will be consistent to you (aka your personality trait)
  • Psychologically based but also molded by biological processes and needs
  • Causes us to react in certain ways
  • Seen in our behavior, thoughts, feelings, and interactions with others

If you avoid saying more than “hello” or “how you are doing?” to someone because you know it is going to lead to their whole life story, then you need to pray at work.

When a coworker comes in a little TOO happy singing, “gooood moorninggg!” to everyone and you think that someone needs to slap him/her……you need to pray at work.
When you are on the elevator and it stops to pick someone up who stood there for 5 minutes waiting for the elevator to take them down 1 floor and you are irritated…….you need to pray at work.

When someone comes in and announces, “Meeting in 5 minutes” and you think, “really? I have my whole day planned out and I do not have time for so and so’s super unorganized meeting…….you need to pray at work.
PERSONALITY

• What makes you, well, you
• What you think of you
• How others perceive you

There is no one like you
You are special!

What others think about you is not as important as what you think about yourself.

I love you
WWW.LUVYMYYAPP.COM

WHAT YOU THINK OF YOU

Don’t limit yourself. Many people limit themselves to what they think they can do. You can go as far as your mind lets you. What you believe, remember, you can achieve.

(Mary Kay Ash)

www.loveyourself.com

Be yourself. There is something that you can do better than any other. Listen to the inward voice and bravely obey that.

www.kirstyhanly.co.uk

www.loveyourself.com
I AM
TWO OF THE MOST
POWERFUL WORDS.
FOR WHAT YOU PUT
AFTER THEM
SHAPES YOUR REALITY.

What people think about
you is not important.
What you think about
yourself means
everything.

The minute you start caring about what
other people think, is the minute you
stop being yourself.

Now you respect
yourself
is how others
will see you.
HOW DO OTHERS PERCEIVE YOU?

COMMUNICATION: THE KEY TO UNDERSTANDING

• Good communicators:
  • Good leaders
  • Speak clearly what they say promotes their values
  • They are heard and make sure that they are understood
  • They plan before they write or speak
  • They anticipate what the person listening will hear
    • They deliver a message with purpose, identify the action to be take, confirm that the other
      person understands, share how the action relates to the bigger goal
  • They value constructive feedback and use it to grow
  • They evaluate the effectiveness of the communication and take corrective action if necessary

EVERYONE HAS ONE

TIPS FOR COMMUNICATION

• Why do we communicate? To get our message across
• Effective only when the sender and the receiver get the same message
• Within communication, barriers can pop up at any stage
• Tips to minimize barriers:
  1) Be clear about why you’re wanting to communicate
  1) Have confidence
  2) Be prepared and accurate with the information
  2) Share the message in a clear and simple way
    • Especially important if you are not face to face
    • What words you use in an email can be taken the wrong way, etc., then
  3) Get feedback
WHEN COMMUNICATION GOES BAD

- Poor communication = poor morale = problems
- Can have serious and permanent consequences
- Tension can spillover into future communication with that person
- Poor communication can lead to missed business opportunities
- Why does communication breakdown happen?

COMMON SITUATIONS THAT CREATE COMMUNICATION BREAKDOWN

- Multitasking – by you or the receiver
- Pre-occupied – interrupting someone when they are in the middle of something
- Not going to the source
  - Telephone game
- Not listening
  - Anticipating what you are going to say
  - We were born with 2 ears and 1 mouth
- KEY: listen 2x as long as you speak

WHEN COMMUNICATION GOES BAD

- The 3 Factors that Contribute to Poor Communication:
  - Change
  - Time Pressure – leads to cutting corners, on speaker and the listener side
  - Interpersonal Conflict

RESULTS OF THIS BREAKDOWN

- Hurt feelings
- Tension in the clinic
- Poor motivation / attitude
- Teamwork breakdown
- Suboptimal patient care
- Lack of trust
- Lack of appreciation
SO, HOW DO YOU BUILD TRUST AND GET OTHERS TO SEE THE WAY YOU DO?

• To be a dynamic communicator
  • Encourage
  • Explain

• Learn your audience
  • How do you do that?
  • That is what you are here for today!

BREAK OUT SESSION

LEARNING OUR PERSONALITY AND BEHAVIORAL STYLES: DISC

• The DiSC theory
  • William Marston, 1931 published his book “DiSC, Integrative Psychology” where the theory in this book is the theory behind the DiSC profile
  • Involved in Women’s Rights
  • Will Eisner Award Hall of Fame Recipient for work on WW in 2006
I want it done and I want it done right now!

Let me tell you what happened to me...

We’re all in this together, so let’s work as a team.

Can you provide documentation for your claims?
WHAT ANIMAL IS MOST LIKE YOU?

THE NATURAL ME AND THE STRESSED ME

• Natural Style – problem solving, pace of work, how we make decisions, how we are when stress is absent
• Adaptive Style - adapting to our environment where we are having to do things that may be normal or natural to us
• How do we know if this is happening to us?
  • If we are adapting a lot, over long period of time, affects to take a toll on our energy, stress, and susceptibility to physical problems like back pain, sore shoulders, etc
  • If this is happening, want to look at if it is happening more at home or at work, try to determine the cause and a solution

LET'S IDENTIFY THE PERSONALITY IN THE SITUATION

• Let's discuss an example of a situation and how each personality might share that story.

  • Think about what happened to you this morning as you were getting ready to come to this conference, maybe something that happened that you would love to share, feel like you need to share, maybe how something happened, or why, or what happened, or who it happened with?

CONVERSATION TIPS
WHY CAN’T YOU HEAR ME?

- The words that we choose and how we communicate will determine what people will hear more often than not.
- Ex: If an “I” starts to talk with a D and share the story about what they ate for breakfast and how the toast was too cold, etc before they get to asking for their leave request, then the D will cut them off or start working on something else, making the “I” feel disconnected.

HOW TO TALK TO THE D PERSONALITY: C TYPES

- The Challenge: they may get impatient with your questions and maybe think you don’t know what you are doing because you ask too many questions.
- The Opportunity: 1) keep your questions to a minimum.
  2) Focus on the big picture and get your details from another source.
  3) Don’t view the D personality as incompetent because they do not know the details – their strength is seeing the bigger picture so together, you are a perfect fit.

HOW TO TALK TO THE D PERSONALITY: I TYPES

- The Challenge: they frustrate you because they do not meet your need of feeling connected. They may see your people oriented personality as frivolity and not take you seriously, you see them as rude – beware of the ego clash.
- The Opportunity: 1) Be clear on the value you bring to the team.
  2) Focus on getting down to business.
  3) Listen 50% more than you talk.

HOW TO TALK TO THE D PERSONALITY: S TYPES

- The Challenge: they may see you as quiet and unproductive, maybe fragile, you may feel personally attacked.
- The Opportunity: 1) Plan your conversation in advance, do not rely on avoidance strategy. Don’t “duck and hide”.
  2) You are the way that the dominant personality style’s goals get accomplished so as for what you need from them.
  3) Remind yourself that it isn’t personal, keep it professional.
HOW D'S CAN TALK TO OTHERS

• The Challenge: understand how your dominant style can be taken by others. Think of their feelings.
• The Opportunity: 1) Listen more especially to the quiet ones (S's)
   2) C personalities will need time to warm up and catch up to your ideas
   3) I personalities are people personalities, they can smooth your rough edges with people, they help to motivate your team “cheerleaders”

COMMUNICATING WITH HIGH I’S

• Begin by being informal, and a little social
• Listen to how they feel
• Give them some verbal praise and recognition
• Don’t give them too many details
• Give them written details

COMMUNICATING WITH HIGH S’S

• Meet in their office, or a place that is good for them
• Emphasize if there will be changes, to tell them early and let them slowly adapt to it
• Show how they are important to the mission
• Appreciate them

COMMUNICATING WITH HIGH C’S

• Be precise and stick to the point
• Know your answers to common questions that might be posed
• Try not use emotions
• Show that you are loyal and that you have high standards
WHAT WOULD THE WORLD BE LIKE IF...

• We were all D's?
• We were all I's?
• We were all S's?
• We were all C's?

PUTTING THE PEOPLE ON THE RIGHT SEAT OF THE BUS

• Now that we know a little more about the personality profile types, let's see what the best jobs are for these personalities
• Little disclaimer….

BEST JOBS FOR A DOMINANT PERSONALITY STYLE

• Entrepreneur
• Business Owner
• Writer
• Sales Agent, Real Estate
• Principal
• Fire Marshall
• Lobbyist
• Manager, Customer Services

BEST JOBS FOR AN INFLUENCING PERSONALITY STYLE

• Optometrist
• Training Representative
• Preschool Teacher
• Reporter
• Manager, Office Sales
• Faculty Member
• Interior Designer
• Administrator, Health Care
• Insurance Sales
• Actor/Actress
BEST JOBS FOR A STEADY PERSONALITY STYLE

- Investigator
- Pharmacist
- Psychologist
- Social Worker
- Teacher
- Nurse
- Chiropractor
- Lab Technician
- Librarian
- Nurse

BEST JOBS FOR A CONSCIENTIOUS PERSONALITY STYLE

- Secretary
- Architect
- Mail Clerk
- Airline Pilot
- Physical Assistant
- Nurse, General Duty
- Medical Record Technician

FINAL THOUGHTS

MORE INFORMATION

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