


# Personal Impact with Confidence for ACC



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## Welcome

- logistics
  - HSE, timings, toilets, breaks, lunch, phones, books, confidentiality
- course objectives
- personal introductions.



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## Objectives

- your preferred communication & behavioural style - Jigsaw®
- aware of the impact your preference has on others
- able to adapt to increase your personal impact
- better understanding of how & why people behave as they do
- more confident & comfortable.

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## Introductions



- introduce yourself
- what one thing would you like to take from today that will help to improve your impact at work?



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## What do you see?



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Personal Impact with Confidence



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## Discussion



- the differences in the lists
- perspectives, beliefs – where they come from
- two types of thinkers
  - big picture, overview
  - small picture, detail...



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## Consider



- how does this improve your self awareness?
- we are all different
- if I'm right – you must be wrong?
  - positional (when would it be good to be less positional?)
  - why be positional if it doesn't work well?.



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# Carl Gustav Jung

Born Switzerland 1875  
Died 1961



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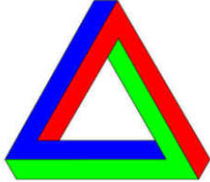
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## 3 Axis

Introversion - Extraversion  
Thinking - Feel  
Intuition - Sensing



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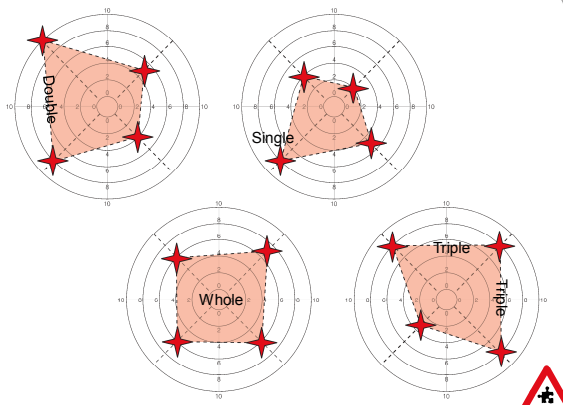
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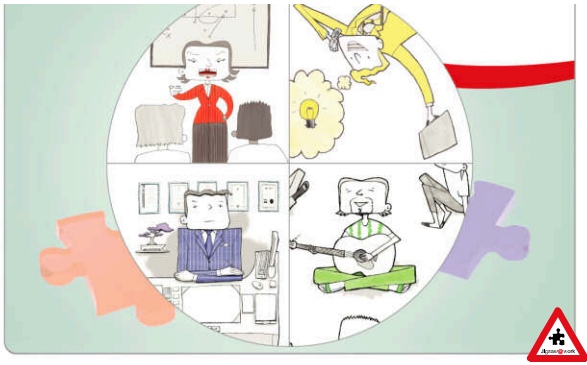
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## The Four Characters



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## Discussion



- how do you feel about your scores?
- what do these scores mean to a team (here or not today)?
- are members of your team similar / different? what are the issues?
- recruitment considerations?
- previous chart – different / similar?
- yellow envelope?.

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## Eva Reddy



- ✘ don't like to waste time
- ✘ like speedy conclusions
- ✘ tactical players, thrive on change
- ✘ live in the fast lane
- ✘ assess cause & effect
- ✘ like changes.



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### Ray O'Sunshine



- \* seeks personal recognition
- \* knows lots of people
- \* great starters
- \* love everything new
- \* gets bored easily
- \* love to talk
- \* off the wall.



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### Carey + Harmonizers



- \* team players
- \* stay in comfort zone
- \* protect others
- \* hate confrontation
- \* people before results
- \* don't like pressure
- \* value friendship.



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### Mr Huey Blue



- \* avoid risks
- \* maintain order
- \* dislike the unknown
- \* knowledge important
- \* protect reputation
- \* habitual
- \* meet deadlines.



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## Colourful Communication



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## Comm with a RED

- use facts to illustrate a point
- don't waste words
- establish credibility
- display little or no emotion
- use a grounding in theory & models
- quantify, logical & to the point
- analyse information.



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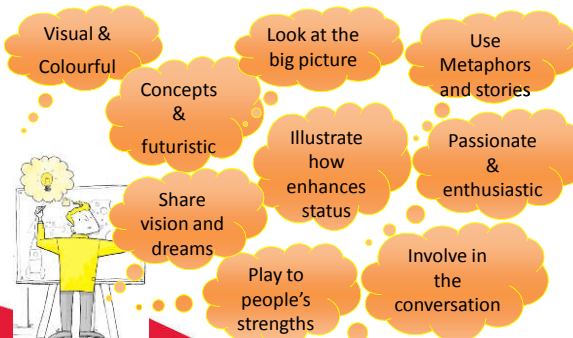
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## Comm with a YELLOW



- Visual & Colourful
- Look at the big picture
- Use Metaphors and stories
- Concepts & futuristic
- Illustrate how enhances status
- Passionate & enthusiastic
- Share vision and dreams
- Play to people's strengths
- Involve in the conversation

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### Comm with a Green



- acknowledge emotions
- use wordy, long explanations
- expressive body language works well
- use experiences that relate to them
- be softly spoken & people orientated
- talk out loud or to self to learn.



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### Comm with a Blue



- need time to think during communicating
- be punctuated & speak in sentences
- present details & paragraphs
- allow for lots of questions
- be precise, sequential & formal.



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### Mr Huey Blue



1. Start with an agenda
2. Work logically and systematically through your analysis
  - 2.1 Show me that it works
  - 2.2 Indicate how it saves time and money
  - 2.3 Demonstrate a good cost-to-benefit ratio
  - 2.4 Show how the results can be measured
  - 2.5 Offer specific applications and benefits
3. Conclude with a summary and recommendation(s)
4. Answer all my questions
5. Allow me to try it before I buy it.

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**E-mail...**

 **Shaping Aberdeen**

**Got tickets – See you at 8 at gates  
Bob**

**Can't wait!!!! to see the new show on  
Friday, see you near the gates. I am  
mountain biking in the afternoon but  
looking forward to the gig  
Was I getting tickets or you? KR Bob**



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 **Shaping Aberdeen**

**Jonny**  
Can't wait to catch up, been such a longtime.  
How is the family? Is Michael riding his new bike  
yet? So looking forward to Friday's show. ☺ How  
much do I owe you? Cheers, Bob

**John**  
See you Friday 12<sup>th</sup> November 2012, at 7.45pm, at  
corner of Queen St and Custom St. Under the clock  
tower on HP building. I have collected the tickets,  
can you do me a bank transfer for £48.99, my bank  
details are below.  
Tickets advise curtain goes up at 8.15pm sharp  
Regards  
Robert



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 **Shaping Aberdeen**



**"Forget the golden rule. Don't treat people  
the way you want to be treated.  
Tailor communications to the receiver  
instead of the sender."  
"Information must be delivered in the  
preferred 'language' of the recipient if it is  
to be received at all."  
Source: Putting your whole company's brain to work:  
Leonard Strauss, Harvard Business Review 1997**





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**“Whether you think that you can or that you can’t, you are usually right”.**

**Henry Ford**

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HOW TO LEAD EXTRAVERTS		HOW TO LEAD INTROVERTS	
1 Let them <b>dive right in</b>	2 Encourage their <b>enthusiasm</b>	1 Let them <b>think to speak</b>	2 Give them <b>time to make decisions</b>
3 Let them <b>speak to think</b>	4 Listen to their <b>many ideas</b>	3 Respect their <b>private nature</b>	4 Appreciate their <b>need to work alone</b>
5 Let them <b>multi-task</b>	6 Respect their <b>independent nature</b>	5 <b>Carefully listen</b> to them	6 Help them learn at their <b>own pace</b>
7 LET THEM SHINE		7 LET THEM SHINE	

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