

# ACMDTT 2016 AGM

I Love My Job, it's the People I  
can't Stand!

Jody Urquhart

[www.idoinspire.com](http://www.idoinspire.com)

# How we typically deal with conflict:

- 1) Avoid it
- 2) Pretend
- 3) Complain
  
- Which gets the best result?
- Which do you use with a...patient?  
Spouse? Upper management? Co-worker?

# 4 Behavioral Types:

## 1) **Director**

Very fast paced and productive

Works well under pressure

Great at delegating

Winning is important

### Challenges:

May take on too much and get overwhelmed

Does not tend to balance appreciation with criticism

Tend to look over your shoulder

Can be bad listeners (far too busy to listen)

## 2) **Socializer**

Likes fun, excitement and recognition

Can be very persuasive and have the gift of gab

Tend to have a positive and sunny disposition

### Challenges:

Not detail oriented

Tends to jump into things without preparation (let's just see what happens)

May be disorganized and not get stuff done

May exaggerate and leave out important details

### **3) Steady Relater**

Strives for stability and tries to blend in

Likes close one- on- one relationship

Loyal and reliable

Great listeners

#### Challenges:

Tends to avoid conflict

Feelings may get hurt easily

Doesn't like change

#### **4) Cautious Thinker**

Likes order, accuracy and analysis

Tend to be planners, very systematic and intellectual

Highly detail oriented and rational

#### Challenges:

May procrastinate

Take a long time to make decisions

Can be a perfectionist – Tasks need to be done

Can be very critical and pessimistic in nature

If you created a work team with all 4 personality types, how would they solve a problem?

The Director- Would quickly create and delegate his plan to others

The Socializer- Would want to express his opinion, discuss and get agreement

The Relater- Would need for the group to bond first and would not want to rock the boat or make any abrupt changes

The Thinker- Would need proper data, time and analysis to think this through



# The best acknowledgment has 4 qualities:

- 1) immediate
- 2) specific
- 3) genuine
- 4) spontaneous

# THE REWARD IS WITHIN

- The contest lasts for moments  
Though the training's taken years,  
It wasn't the winning alone that  
Was worth the work and the tears  
The applause will be forgotten  
The prize will be misplaced  
But the long hard hours of practice  
Will never be a waste  
For in trying to win  
You build a skill You learn that winning  
Depends on will  
You never grow by how much you win  
You only grow by how much you put in  
So any new challenge  
You've just begun  
Put forth your best  
And you've already won.