

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

وَقَدْ رَبُّ زِدْنِي عِلْمًا

صدق الله العظيم



نقدر...؟ طبعاً نقدر



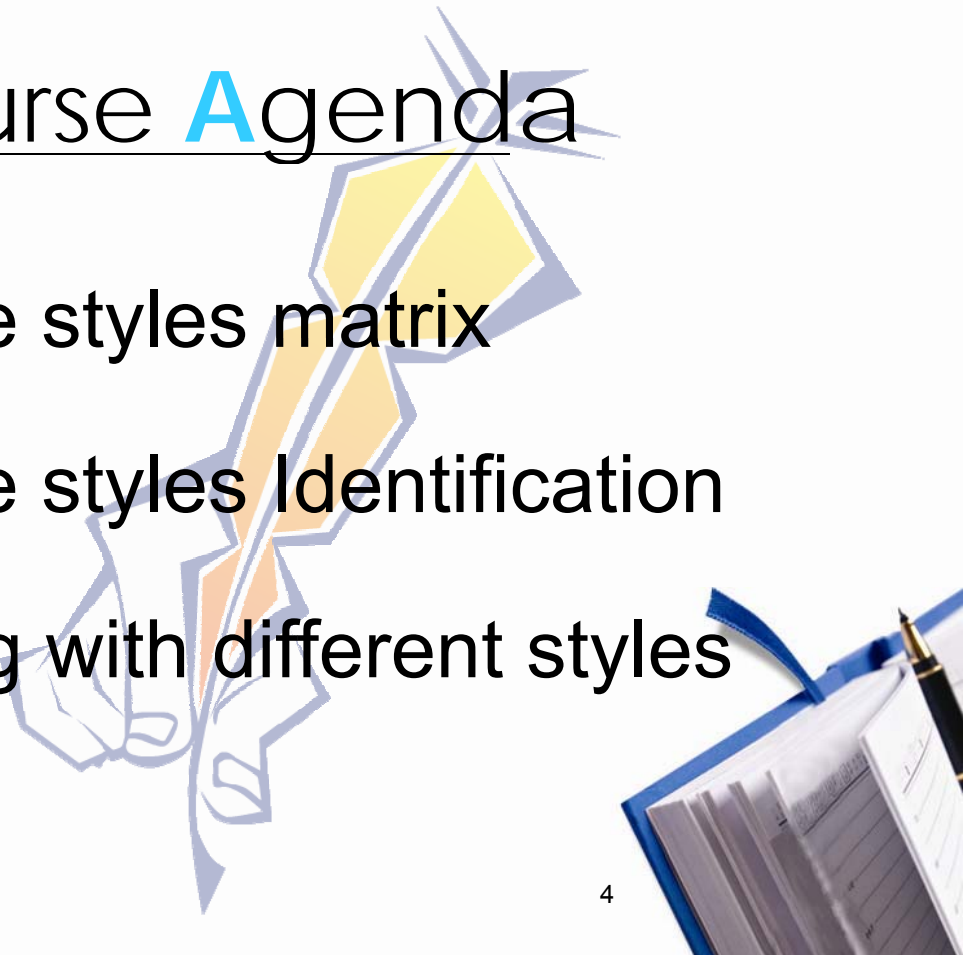
■ The **O**bjective:

To **Adapt** what you **Say & Do** while dealing with different types of people.



■ Course **A**genda

- People styles matrix
- People styles Identification
- Coping with different styles



Classifying Behaviors



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Classifying People's Behavior

- **Two** dimensions of behavior can explain and predict how people behave:

✓ Assertiveness الحزم

✓ Responsiveness الحساسية



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■ Classifying People's Behavior

- Assertiveness:

- Being **forceful** and **directive**.
- The extent a person can **openly expresses** his rights.

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■ Classifying People's Behavior

- Assertive people:

- Move, talk & decide **fast**.
- Express their beliefs **publicly**.
- Speak out with **strong** statements.
- **Confront** difficult situations.
- They are **proactive** & like to win.

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■ Classifying People's Behavior

- Responsiveness:

- Showing emotions & display sensitivity to other people.
- Concerned about human aspect of issues.

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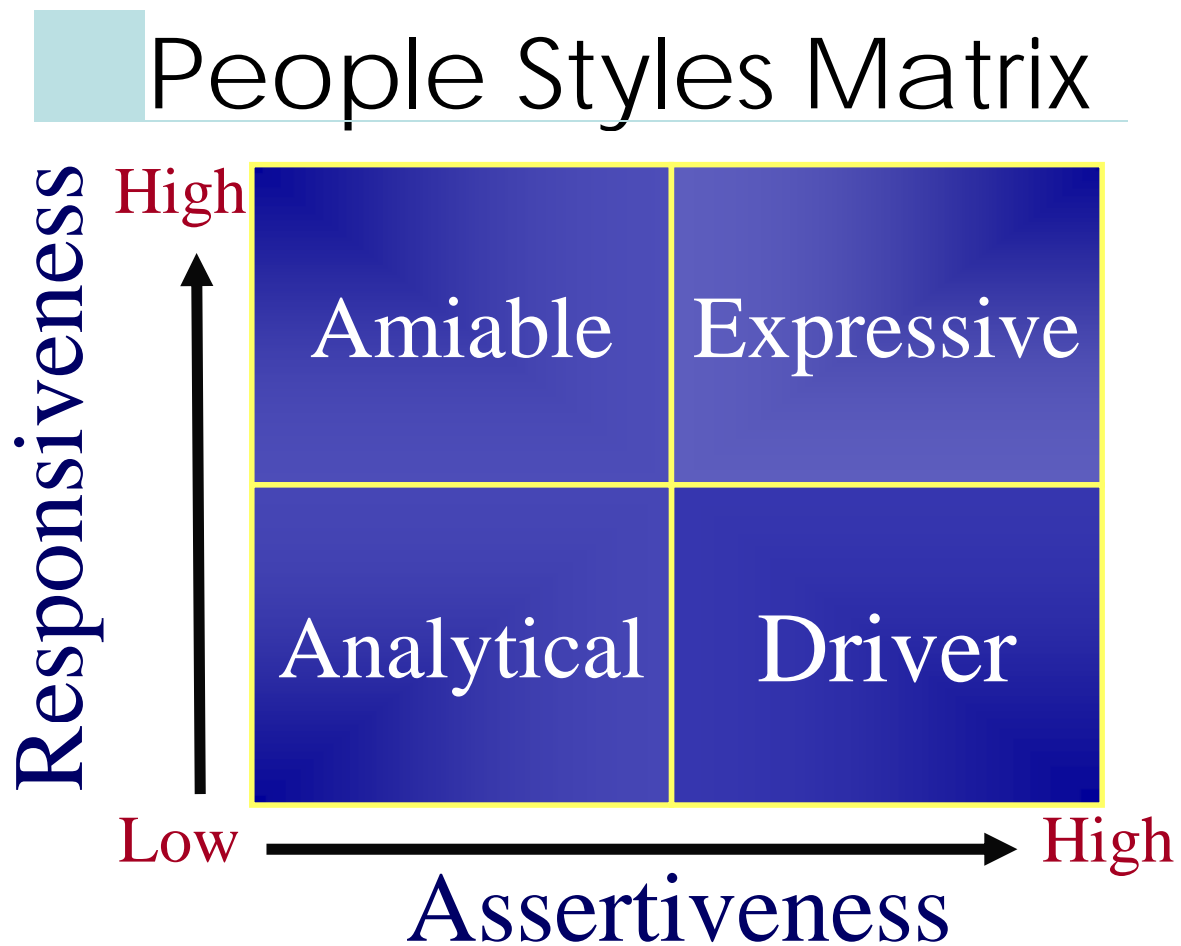
■ Classifying People's Behavior

- Responsive people:

- Express **feelings** openly.
- Appear more **friendly**.
- Use **stories** and tales.
- Enjoy working with **people**.
- Warm & have a sense of **humor**.

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People Styles Matrix



The Four Styles

1. Analytical: (↓ Assertive ↓ Responsive)

- Emotionally reserved, rarely get excited
- Organized & attend to the small details
- They crave data – the more the better
- Systematically analyze facts
- Rarely compliment others
- Slow decision makers

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The Four Styles

2. Amiable: (↓ Assertive ↑ Responsive)

- Friendly and generous with their time
- Excellent team players
- They are not showy but rather diligent
- They achieve goals by mutual respect
- They avoid conflict

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The Four Styles

3. Expressive: (↑ Assertive ↑ Responsive)

- Friendly & empathetic
- Impulsive & outgoing
- Competitive, take risks & edgy
- Base their decisions on their personal opinions and the opinions of others

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The Four Styles

4. Driver: (↑ Assertive ↓ Responsive)

- Decisive & task-oriented.
- Their slogan "let's get it done now & get it done my way"
- They are not concerned about people
- They have a great desire to get ahead in their career


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People Styles Identification



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Identify People's Styles

- Use your communication skills to observe the person
 - Don't let your judgment be clouded by your feelings
 - Don't associate jobs with a social style
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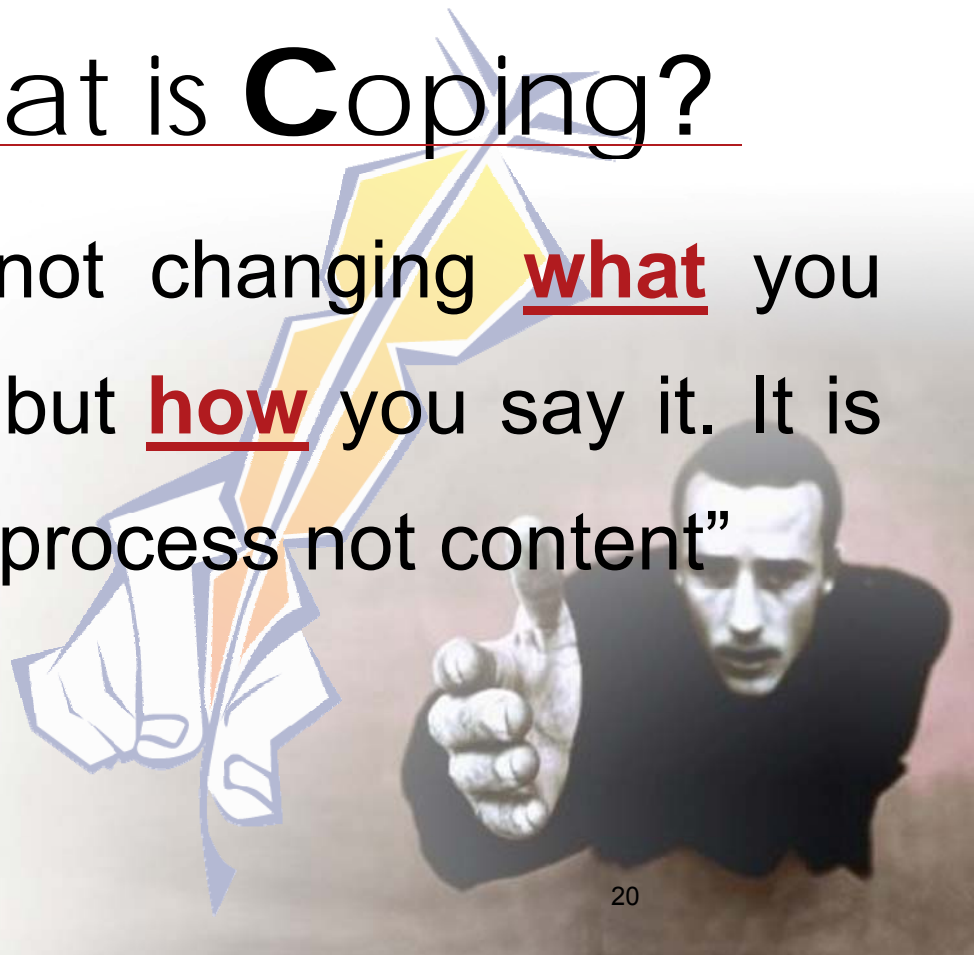
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Coping With Different Styles



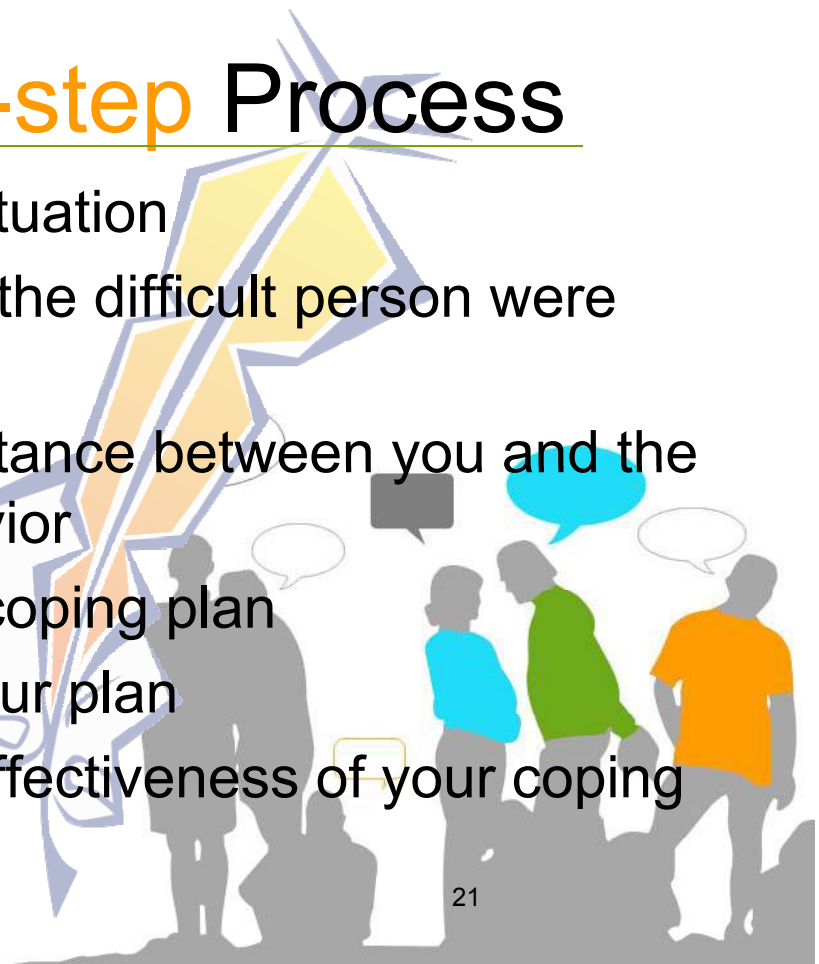
What is Coping?

“It is not changing what you say – but how you say it. It is about process not content”



The Six-step Process

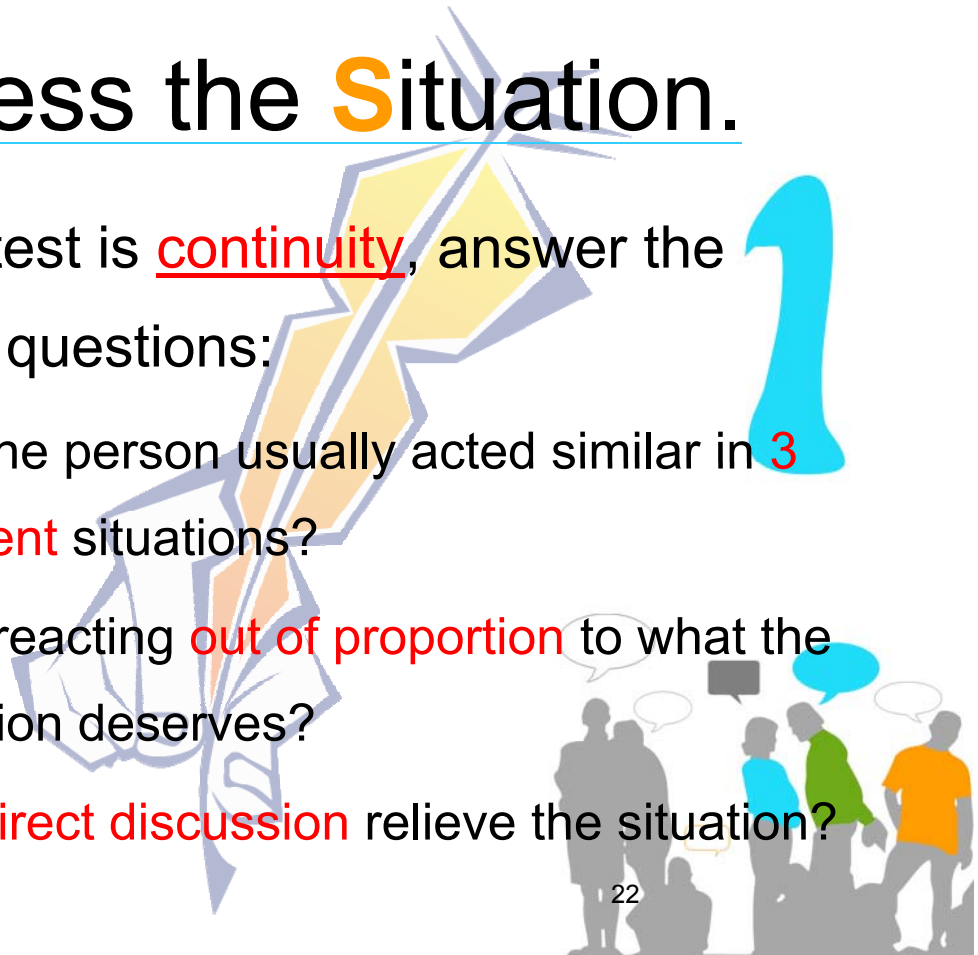
1. Assess the situation
2. Stop wishing the difficult person were different
3. Get some distance between you and the difficult behavior
4. Formulate a coping plan
5. Implement your plan
6. Monitor the effectiveness of your coping strategy



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Assess the Situation.

- The key test is continuity, answer the following questions:
1. Has the person usually acted similar in **different** situations?
 2. Am I reacting **out of proportion** to what the situation deserves?
 3. Will **direct discussion** relieve the situation?



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Stop Wishing They Were Different.

- **Blaming** is not changing:
 - We blame something exclusively internal
- **Give up** the magical wish, it is with others as they are that you must learn to cope

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Get Distance Between You & the Difficult Behavior.

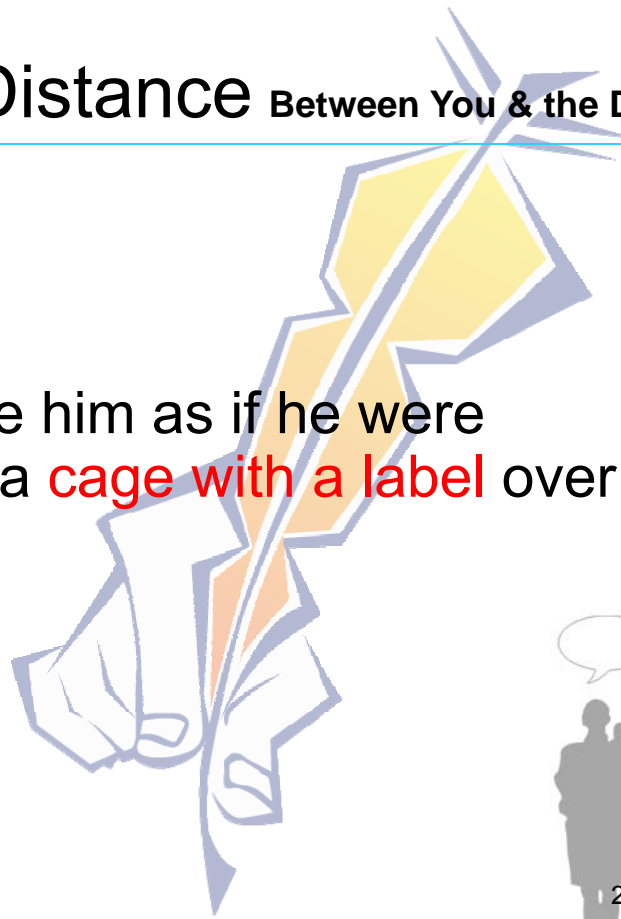
- Break the destructive pattern with the difficult person, **detach** yourself from the person.
- Following are some quotations to help you out:

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Get Distance Between You & the Difficult Behavior.

“I can see him as if he were sitting in a **cage with a label** over him”

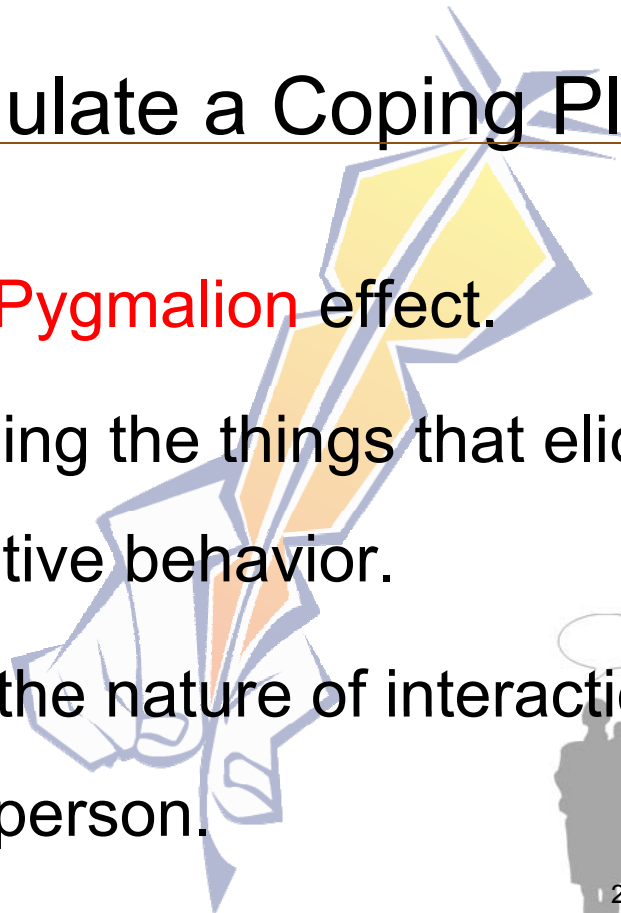


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Formulate a Coping Plan.

- Use the **Pygmalion** effect.
- **Avoid** doing the things that elicit the negative behavior.
- **Change** the nature of interaction with the person.



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Implement Your Strategy

- **Timing** is crucial:
 - Select the time when the person is not overloaded
 - Choose appropriate time for yourself too
- **Preparation:**
 - Practice what you want to say and do



Monitor Your Coping Strategy

Once you have begun implementing your coping plan it is important to monitor its effects and modify it if necessary.



■ How Amiable Can Adapt?

- Adapting to **Analytical**:
 - Be more task oriented. Be punctual, get right down to business.
 - De-emphasize feelings. Limit facial expressions and physical gestures.
 - Speak more directly. Say that you “think” something, not that you feel it

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■ How Amiable Can Adapt?

- Adapting to **Expressive**:
 - Pick up the pace. Move more quickly than usual.
 - Be prepared to decide quickly
 - Be energetic.
 - Concentrate on high-priority issues
 - Say what you think. Speak up more often & don't be afraid to disagree

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How Amiable Can Adapt?

- Adapting to **Driver**:
 - Driver is like expressive so:
 - Pick up the pace
 - Be more energetic
 - Say what you think
 - Driver also are like analytical so:
 - Be more task-oriented
 - De-emphasize feelings

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How Driver Can Adapt?

- Adapting to **Expressive**:
 - Take time to make personal contact.
 - Focus more on feelings.
 - Cooperate with expressive's verbal spontaneity, they often think out loud
 - Give them some conversational & action freedom.
 - Give Expressive recognition.

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How Driver Can Adapt?

- Adapting to **Analytical**:
 - Slow your pace, talk slower.
 - Don't set unnecessarily deadlines.
 - Listen more, talk less and pause longer to give them openings.
 - Don't come on too strong, decrease eye contact, lean back not forward.

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How Driver Can Adapt?

- Adapting to **Amiable**:
 - Amiable is like Expressive so:
 - Make personnel contact
 - Focus more on feelings
 - Listen empathetically so that they feel heard
 - Amiable is also like Analytical so:
 - Slow your pace
 - Listen more and better
 - Don't come on too strong

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How Expressive Can Adapt?

- Adapting to **Amiable**:
 - Slow your pace, don't rush them.
 - Listen more and better, talk less and pause longer to give them openings.
 - Be supportive, listen empathetically so that they feel understood.

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How Expressive Can Adapt?

- Adapting to **Driver**:
 - Be more task oriented.
 - De-emphasize feelings, limit facial expressions and avoid touch.
 - Speak more forcefully, say that you “think” something, not that you feel it
 - Set clear goals and show how they're going to be achieved.

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How Expressive Can Adapt?

- Adapting to **Analytical**:
 - Analytical is like Amiable so:
 - Slow your pace
 - Listen more and better
 - Don't come too strong
 - Analytical is also like Driver so:
 - Be more-task oriented
 - De-emphasize feelings



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How Analytical Can Adapt?

- Adapting to **Driver**:
 - Pick up the pace, speak quicker
 - Be energetic, maintain eye contact.
 - Focus on the big picture & high priority issues
 - Speak up more often, don't be afraid to disagree.
 - Focus on results and practical solutions

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How Analytical Can Adapt?

- Adapting to **Amiable**:
 - Take the time to make personal contacts
 - Focus more on feelings
 - Be supportive, listen empathetically
 - Provide structure, ensure the job is well defined
 - Show interest in the human side

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How Analytical Can Adapt?

- Adapting to Expressive:
 - Expressive is like Amiable so:
 - Make personal contact
 - Focus more on feelings
 - Expressive is also like driver so:
 - Pick up the pace
 - Be more energetic
 - Say what you think

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■ Dealing with conflicts

1. Separate the people from the problem.
2. Define Problem in Terms of Needs.
3. Generate Possible Solutions.
4. Agree on objective standard.
5. Evaluate then Agree to a Solution.

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Thank You

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