

How to Get Along with Difficult People (and Pets)!

“Fight for the things that you care about, but do it in a way that will lead others to join you.”

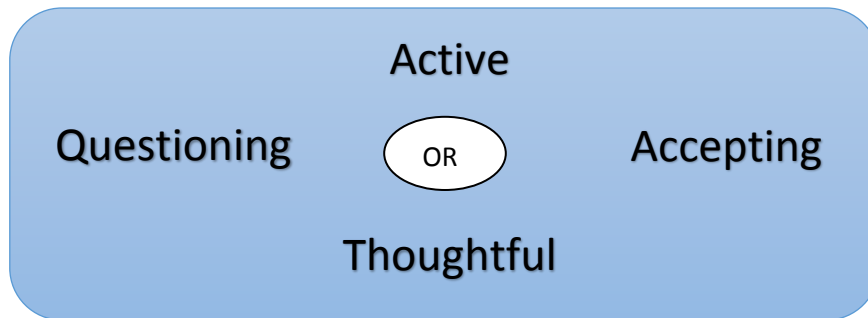
Ruth Bader Ginsburg

Personality Defined

The combination of characteristics or qualities that form an individual’s distinctive character.

Many see strong parallels between human styles and the styles of pets – thoughts?

How You See Yourself



More questions:

- Where do you get your energy: internal *or* external?
- What do you pay attention to: trees *or* forest?
- How do you make decisions: data and facts *or* personal values and feelings?
- How much structure do you need: planned and settled *or* open and flexible?

List some words that you believe describe your personal style:

What one thing has grabbed your attention so far?

What if people had their needs written all over them?

Here’s the scoop on “reading” people:

Customer Styles

Style 1	Style 2	Style 3	Style 4
<ul style="list-style-type: none"> • Quick to decide • Task focus • Impatient • No time to waste • In charge • You need to be efficient and competent 	<ul style="list-style-type: none"> • Optimistic • Want to talk • Impulsive • Likes shiny new products • Big picture • You need to be enthusiastic and personable 	<ul style="list-style-type: none"> • Indecisive • Looking for dependable products • High pressure sale won't work • You need to be genuine and show you care 	<ul style="list-style-type: none"> • Analytical and logical • Quality is top priority • Wants details • Wants a guarantee • You need to be credible and patient

Which customer style do you see most?

Think of a customer – or coworker – who drives you nuts.

- *Do one of the four styles discussed fit that person?*
- *How does their style compare with your personal style?*

Flexing Your Style: Why should you try with humans? How about with pets?!?

Ideas: How to Flex

Style 1	Style 2	Style 3	Style 4
<ul style="list-style-type: none"> • Be ready • Be direct • Be brief • Don't waste time • Use b_____ • Show them: 	<ul style="list-style-type: none"> • Let them verbalize • Be sociable • Use visuals • Mirror e_____ • Show them: 	<ul style="list-style-type: none"> • Be patient • Offer explanations • Ask for their opinion • No p_____ • Show them: 	<ul style="list-style-type: none"> • Be precise • Give details • Present it in writing • Offer them a g_____ • Show them:

Animals do speak, but only to those who know how to listen.