

# You, Me, We: Working Together for Success



2018 Spring Workshop  
Jacksonville State University

March 6, 2018



# You, Me, We....

You

Reactive

Dependence

Me

Self-focused

Independent

We

Proactive

Interdependent

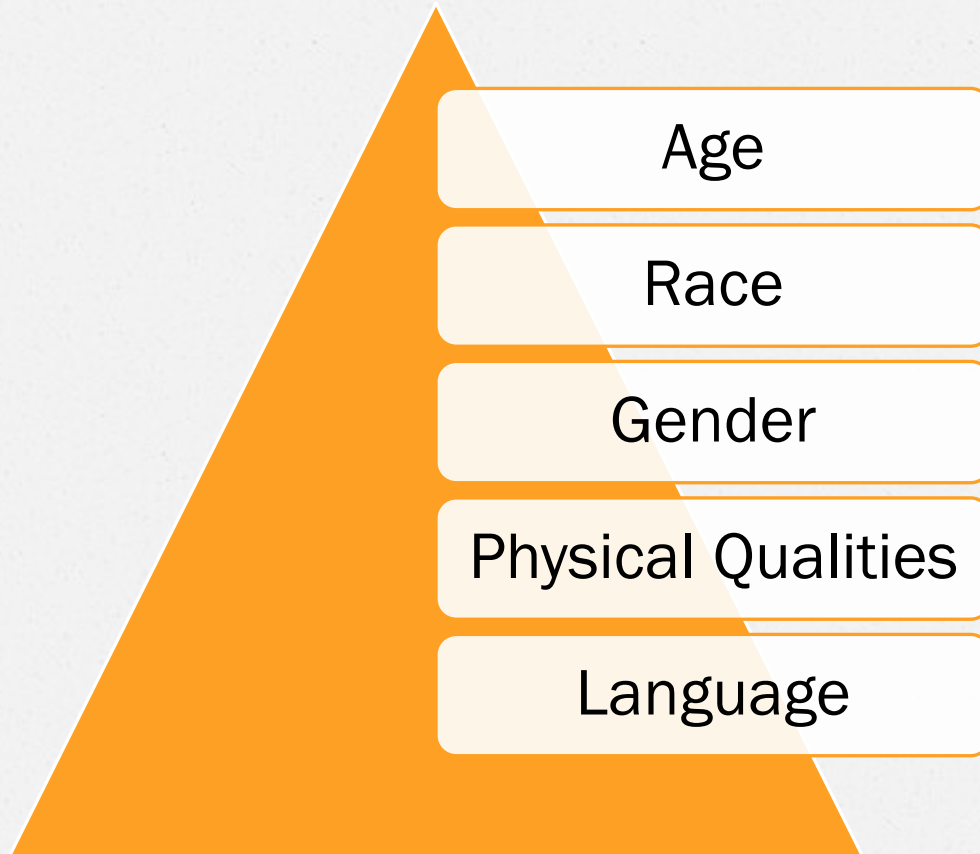
# Why is this important?

- o Increases effectiveness
- o Increases productivity
- o Creates a culture of trust
- o Improves communication and conflict resolution
- o Promotes a sense of belonging

# When we don't value “otherness”.....

- o Turnover
- o Low morale
- o Conflicts
- o Decreased productivity
- o Low trust
- o ???

# “Otherness” – What we see



# “Otherness” – What we don’t see



Religion

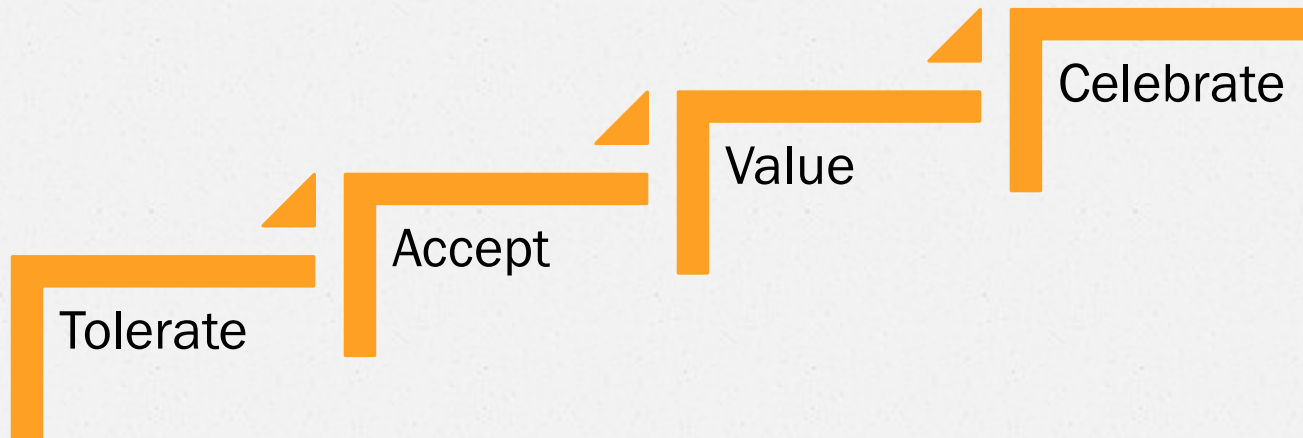
Marital Status

Background

Experience

Education

# Valuing “Otherness”





# What are the barriers?



You, Me.....WE!



# Celebrating “Otherness”

S

- Seek understanding

T

- Take action

O

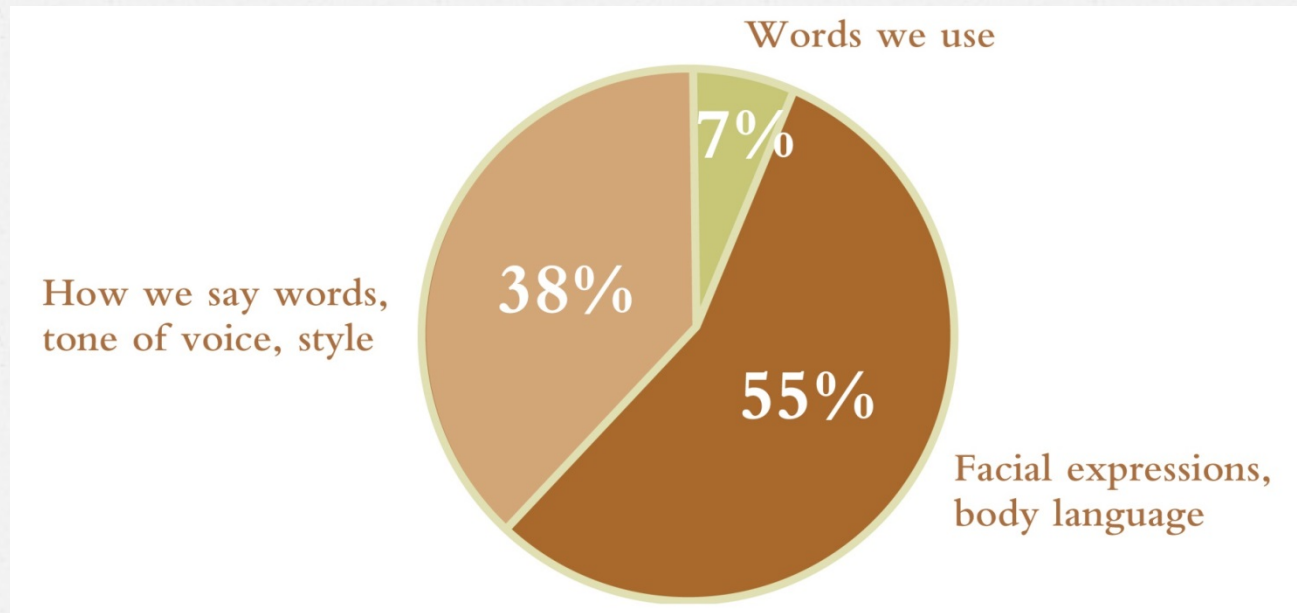
- Open your mind

P

- Be Proactive



# Seek Understanding



*Everyone's life is so singular,  
so unique. Who will listen to  
understand that uniqueness?*

Stephen R. Covey

# Celebrating “Otherness”

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# Take Action

- You have control over one person: YOU

*When we can no longer change a situation, we are challenged to change ourselves.*

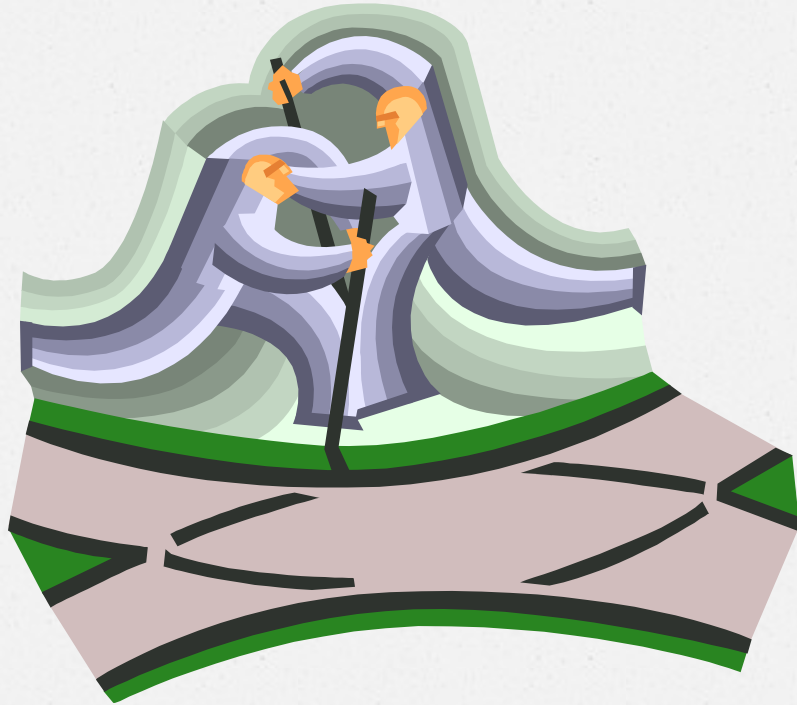
Viktor Frankl



# Take Action

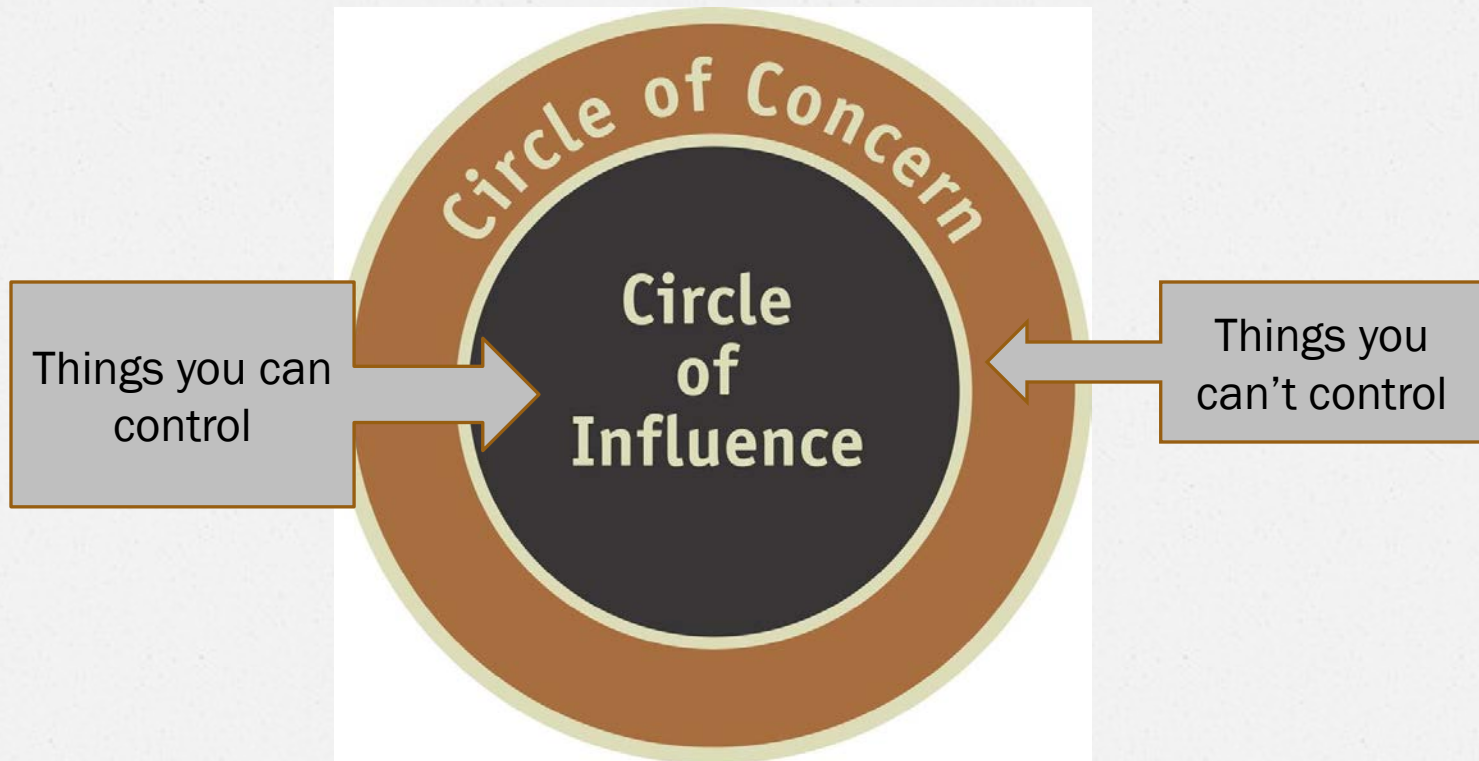
Three “R’s”:

- Responsibility
- Relationship
- Real Problem





# Focus on your COI



# Working with Difficult People

S

- Seek understanding

T

- Take action

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- Open your mind

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- Be Proactive

# Understanding Personalities

*“Knowing the **different personalities** and their natural gifts can be an invaluable workplace tool in helping us lead, serve, or work with **understanding and kindness (and trust)** alongside others.”*

Florence Littauer

# Personality Types



Popular  
Sanguine



Perfect  
Melancholy

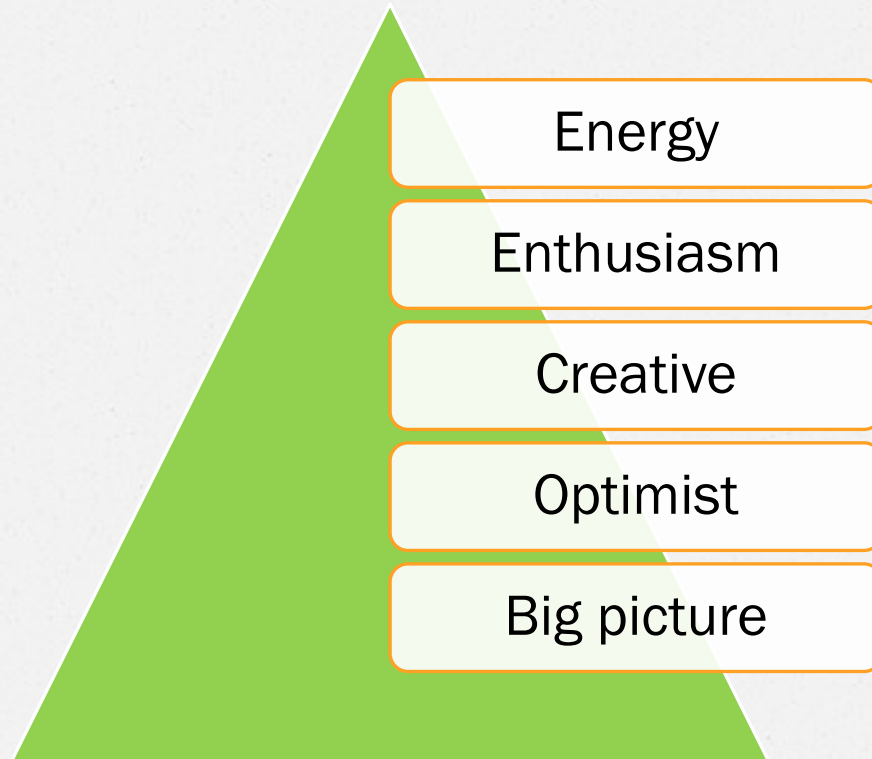


Powerful  
Choleric



Peaceful  
Phlegmatic

# Popular Sanguine at Work



# Perfect Melancholy at Work



Perfectionist

Organized

Detail oriented

Thorough

Likes charts, etc.

# Powerful Choleric at Work

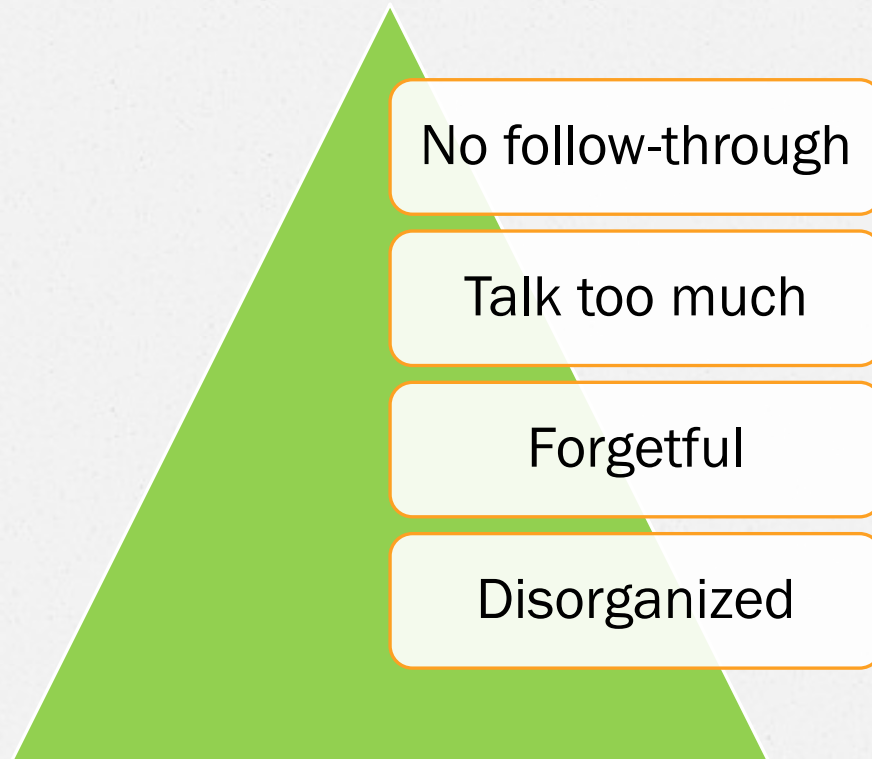


# Peaceful Phlegmatic at Work





# Popular Sanguine at Work



# Perfect Melancholy at Work



# Powerful Choleric at Work



Aggressive

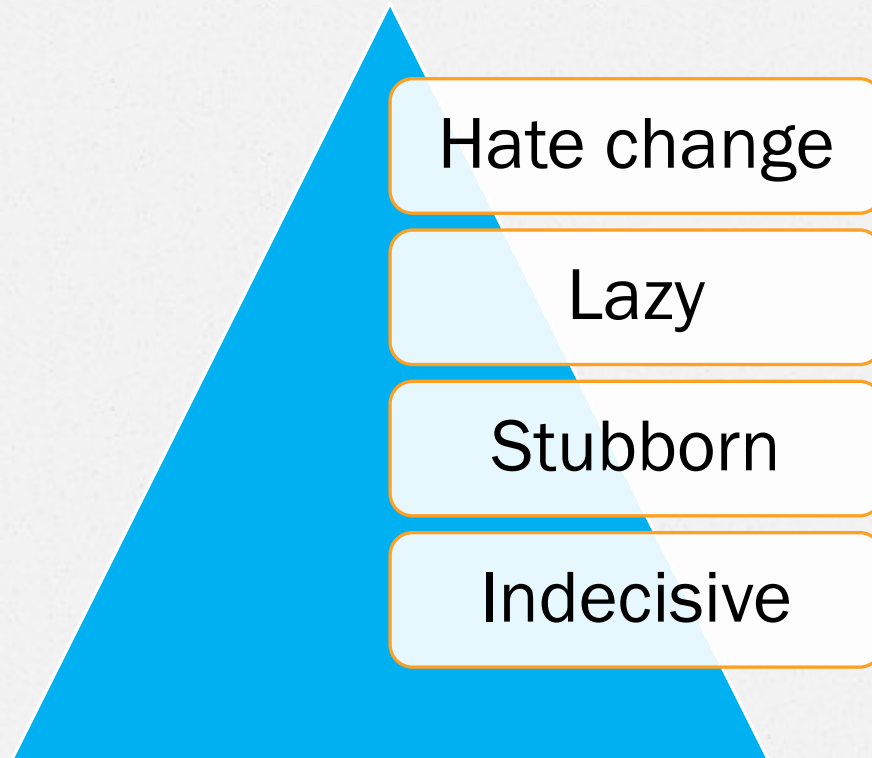
Insensitive

Workaholic

Control freak

Never wrong

# Peaceful Phlegmatic at Work



# Working with Difficult People

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- Be Proactive

# Working with a Popular Sanguine



Don't give up

Give clear instructions

Be flexible

Acknowledge the good

# Working with a Perfect Melancholy



Be gentle

Be organized

Don't force confrontation

Be sincere

# Working with a Powerful Choleric



Be clear and firm

Get to the point

Don't take it personally

Insist on communication



# Working with a Peaceful Phlegmatic



No surprises

Prepare them for  
change

Let them mediate

# Working with Difficult People

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- Seek understanding

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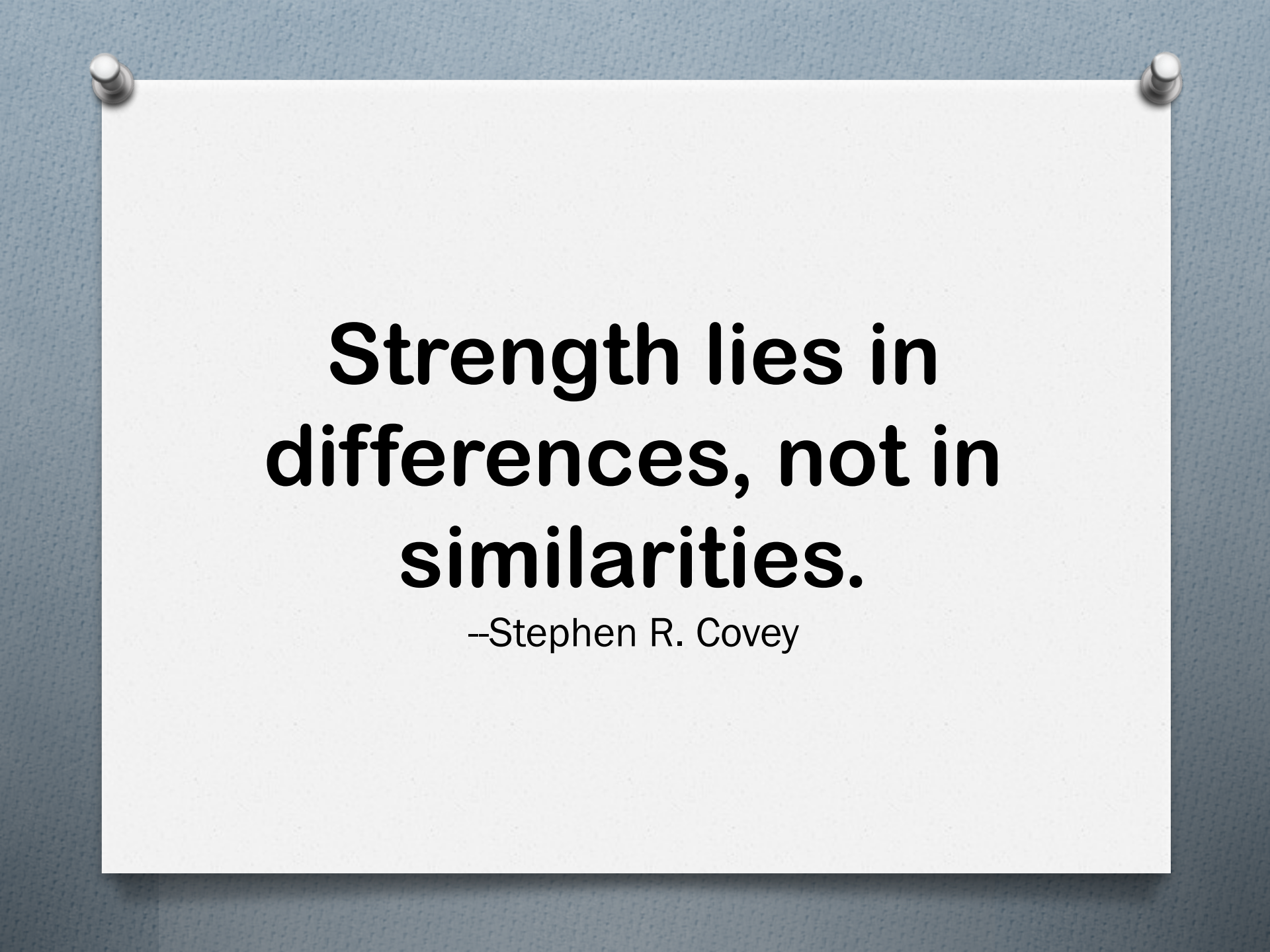
P

- Be Proactive

# 3 Mistakes We Make



- o Expecting others to be/act/think like us
- o Thinking the problem is “out there”
- o Trying to change others



**Strength lies in  
differences, not in  
similarities.**

–Stephen R. Covey

# My Personal Action Plan



- Think about the name you wrote down at the beginning of this session. List **one** thing you will do differently with this person.
- What **difference** can your actions make in your department and in the organization?