

# ORANGE

## KEYS TO GOOD COMMUNICATION

- Language is functional and operational
- Seems to know just what words to use
- Lends electricity to conversation and discussion
- Succinct
- Clever
- Can change subject quickly
- Enjoys hearing and telling jokes and stories to enhance the communication

### LIKES TO TALK ABOUT:

- Experiences
- Adventure

### RESPONSES TO YOU:

- Practical application
- Usefulness
- Alternatives

## KEYS TO WHAT AND HOW TO PRAISE

- Praise process more than product
- Note their cleverness
- Note their skill
- Note their quickness
- Note their impact
- Note their action
- Note their spontaneity
- Let he/she describe what was done and how

## KEYS TO STRESS

- Being stuck at a desk
- Too many responsibilities
- Redundancy
- Deadlines
- Rules and regulations
- Nonnegotiable imposed structure
- Lack of freedom to function/ perform
- Reading manuals and following “how-to’s”
- Too much attention to product and not enough to performance
- Criticism
- Abstractions

## KEYS TO REDUCING CONFLICT

- Allow freedom of movement
- Get things done at their own pace
- Help them understand the reason for the task assigned and let them assist without how it can be accomplished
- Be clear about what needs to be done, direct, not abstract
- Take their need to act into consideration
- Allow freedom of possibilities, not just the way things have been done before
- Make tasks a challenge, a contest, a race with time
- Don’t make them wait too long to get started
- Leave the options open for how to accomplish the task

# GREEN

## KEYS TO GOOD COMMUNICATION

- Says things once
- Might not say what he/she feels is obvious
- Concise
- Compact
- Logical
- Puts little attention into nonverbal cues
- Might be overly technical
- Enjoys playing with words

- Large vocabulary
- Does not feel assured that others will understand
- Have difficulty appreciating others verbally
- Might appear somewhat distant so might be difficult to approach
- Doesn't much care for small talk

### LIKES TO TALK ABOUT:

- Concepts and Ideas
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### RESPONSES TO YOU:

- Debate
- Analyze
- Putting things together
- Questions
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## KEYS TO WHAT AND HOW TO PRAISE

- Competence
- Quality of Work
- Vocabulary
- New information
- Ingenuity
- Independent completion of a job
- Analysis of a situation
- Clear logical explanation of what the person has done without elaborate use of adjectives
- More opportunities to exhibit competence is the best reward for a job well done

## KEYS TO STRESS

- Lack of control
- Lack of independence
- Repetitive conversation
- Elaborate use of adjectives
- Incompetence on the part of those around him/her
- Emotionality
- Lack of options
- Unclear picture
- Inability to use or display knowledge
- Small talk
- Dependency
- Routine
- Social functions
- Subjectivity

## KEYS TO REDUCING CONFLICT

- Allow autonomy
- Provide a calm and nonconflicting environment
- Allow room to develop new ideas and plans
- Do not stifle intellectual development
- Do not stifle enthusiasm in possibilities
- Do not stifle decision making
- Do not stifle intellectual ingenuity and application
- Do not insist on significant amounts of busy work
- Sarcasm and ridicule concerning ability can be devastating
- Not allowing questions to be asked
- Becomes embarrassed when being told he/she has done a good job, particularly by someone not admired or respected

# **GOLD**

## **KEYS TO GOOD COMMUNICATION**

- Authoritative
- Parental
- Clear and precise
- Get right to the point
- May make decisions to quickly
- Facts
- Ways to expedite the execution of plans

### **LIKES TO TALK ABOUT:**

- Responsibility
- Accomplishments
- Efficiency
- Work completed
- What has worked before

### **RESPONSES TO YOU:**

- Compliance
- Execution of plans
- Ways to keep the system running smoothly
- How to keep things functional

## **KEYS TO WHAT AND HOW TO PRAISE**

- Honest and specific mention of what has been done
- Note thoroughness and sense of responsibility
- A pat on the back
- Words should reflect what has actually been accomplished
- Appreciation needs to be sincere
- Reminder of the importance of the task completed to the well-being of the organization
- Recognize as an integral part of the group

## **KEYS TO STRESS**

- Incomplete tasks
- Ambiguous tasks
- Ambiguous answers
- Disorganization
- Too many things going on at the same time
- People who do not follow through
- Too many questions
- Irresponsible people
- Waste
- Non-conformity

## **KEYS TO REDUCING CONFLICT**

- Keep requests clear and uncomplicated
- Make requests concrete and explicit
- Be consistent
- Assign one task at a time
- Communicate who is responsible for what and by what
- Be clear as to the process to be followed
- Don't change tasks or modalities quickly or impulsively

# **BLUE**

## **KEYS TO GOOD COMMUNICATION**

- Personalized
- Much nonverbal communication
- Can be subjective
- Can be very general
- Metaphorical and analogical
- Honest
- Need opportunities to express feelings and have these feelings accepted

### **LIKES TO TALK ABOUT:**

- Ways to increase harmony
- Personal issues
- Issues of life and living

### **RESPONSES TO YOU:**

- Accepting
- Good listener
- Interested in significance
- Abundant giver of appreciation
- Wish to be helpful and supportive

## **KEYS TO WHAT AND HOW TO PRAISE**

- Comment on unique contributions
- Personal achievements
- Comment on personal characteristics that are valued and meaningful
- Be honest and sincere
- A touch on the shoulder
- Comment on how others have been helped by their performance
- Let the person know they have importance and significance to the well being of the individuals and the group in general
- Let the person know how the successful completion of their task assists in the harmonious performance of the group

## **KEYS TO STRESS**

- Broken promises
- Too much criticism
- People talking about them behind their back
- Not discussing what is occurring
- Structural demands
- Paperwork as a priority
- Clock watching
- Conflict
- Insincerity
- Lying
- Rejection
- Lack of social contacts
- People not being a priority (the system before the people in it)
- Anger perceived in others whether or not directed towards them
- Being compared constantly to others and not evaluated for self
- Too much conformity without outlets for individuality

## **KEYS TO REDUCING CONFLICT**

- Be sincere and direct
- Allow individual to help set deadlines if they must exist
- Allow some change in tasks, avoiding too much repetition
- Be clear about what needs to be done
- Be clear about how an individual can please and be successful
- Allow individual to bring in his/her own ideas and in other ways be creative
- Allow personal interaction, and opportunities to work with another person(s)
- Allow individual to express feelings and ask questions
- Keep comments positive and criticism to a minimum
- Public chastisement may be construed as personal rejection
- Respond in a way that allows other individuals his/her feelings, but offers alternatives that will move him/her in the direction that is most appropriate
- Take idealistic ideas into consideration