



## WORKING WITH HUMANS

### How to Create Positive and Productive Relationships

Presented by Chrissy Scivicque, PMP, PCM

A diverse workforce is especially beneficial for **problem solving**, **innovation** and **performance**. However, it also adds a layer of **complexity** to our social dynamics.

**People who are *different* from us *challenge* us.**

#### Understanding Workstyles

- “Workstyle” defines how you behave at work, your preferences, and tendencies.
- We all have a natural style and the power to consciously adapt it.

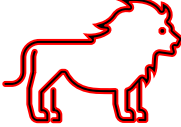
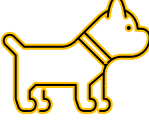

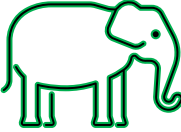
#### Disclaimers

- Workstyles are not an exact science; use this information as a jumping off point for discussion
- No style is “better” or “worse” than any other
- All styles have strengths and weaknesses
- All styles provide value to the organization

The model we are using is based on the DISC Assessment, which was developed using data from psychological and scientific research.

**Capture Your Own Style & the Styles of People You Work With and For**

<p><b>The Director / The Lion</b></p>	<p><b>The Socializer / The Dog</b></p>
<p><b>The Thinker / The Owl</b></p>	<p><b>The Relater / The Elephant</b></p>

OUTGOING / FASTER PACED			
TASK ORIENTED	<p><b>THE DIRECTOR (The Lion)</b></p>  <p><b><u>Focus on RESULTS</u></b></p> <ul style="list-style-type: none"><li>Assertive</li><li>Confident</li><li>Decisive</li><li>Determined</li><li>Forceful</li><li>Persistent</li><li>Self-Starter</li></ul>	<p><b>THE SOCIALIZER (The Dog)</b></p>  <p><b><u>FOCUS on INTERACTIONS</u></b></p> <ul style="list-style-type: none"><li>Collaborative</li><li>Expressive</li><li>High Energy</li><li>Motivational</li><li>Persuasive</li><li>Talkative</li><li>Visionary</li></ul>	PEOPLE ORIENTED
	<p><b>THE THINKER (The Owl)</b></p>  <p><b><u>Focus on DATA</u></b></p> <ul style="list-style-type: none"><li>Analytical</li><li>Cautious</li><li>Competent</li><li>Factual</li><li>Logical</li><li>Patient</li><li>Reserved</li></ul>	<p><b>THE RELATER (The Elephant)</b></p>  <p><b><u>Focus on TRUST</u></b></p> <ul style="list-style-type: none"><li>Calm</li><li>Cooperative</li><li>Dependable</li><li>Patient</li><li>Predictable</li><li>Stable</li><li>Supportive</li></ul>	
RESERVED / SLOWER PACED			

**Group Activity**

Group Style: \_\_\_\_\_

*Remember: You are not trying to come up with hard and fast “rules”. Just identify some tips you might recommend to people working with your type.*

Communication & Collaboration Do's	
Communication & Collaboration Don'ts	

***Please also pick a group spokesperson***

## How to Use this Information to Build Positive & Productive Relationships

### Managing Conflict

PRIORITIES CONFLICT			
PACE CONFLICT	The Director	The Socializer	PACE CONFLICT
	The Thinker	The Relater	
PRIORITIES CONFLICT			

### ABC Adaptation

<b>A</b>	•
<b>B</b>	•
<b>C</b>	•

**Practicing Self-Awareness**

Style	Potential Weaknesses	Strategies to Improve
The Director	<ul style="list-style-type: none"> <li>• Aggressive, demanding</li> <li>• Take on too much</li> <li>• Impatient, impulsive</li> <li>• Unrealistic expectations</li> <li>• Lack of diplomacy</li> </ul>	<ul style="list-style-type: none"> <li>• Pace yourself</li> <li>• Become a more patient, open listener</li> <li>• Show sensitivity and empathy</li> <li>• Act less hastily</li> </ul>
The Socializer	<ul style="list-style-type: none"> <li>• Easily distracted</li> <li>• Inattentive to details</li> <li>• Poor listener</li> <li>• Overly interested in popularity</li> </ul>	<ul style="list-style-type: none"> <li>• Concentrate on the job at hand</li> <li>• Control time and emotions</li> <li>• Follow through on promises</li> <li>• Pay more attention to details</li> </ul>
The Relater	<ul style="list-style-type: none"> <li>• Avoids conflict</li> <li>• Difficulty setting boundaries</li> <li>• Slow paced</li> <li>• Inflexible, indecisive</li> <li>• Slow to change</li> </ul>	<ul style="list-style-type: none"> <li>• Learn to say no and set limits</li> <li>• Avoid oversensitivity</li> <li>• Take some risks</li> <li>• Demonstrate a sense of urgency</li> </ul>
The Thinker	<ul style="list-style-type: none"> <li>• Overly critical and intense</li> <li>• Perfectionistic</li> <li>• Boggled down in details</li> <li>• Picky</li> <li>• Rigid</li> <li>• Lack of attention to feelings</li> </ul>	<ul style="list-style-type: none"> <li>• Use rules as guidelines, not laws (within reason)</li> <li>• Make timely decisions</li> <li>• Collaborate with others</li> <li>• Show appreciation and concern for others</li> </ul>

## Be Intentional

What do I need to bring to **this situation** with **this person** at **this time** to create the outcomes I want?

Is adaptation inauthentic? How can we adapt to others while still being true to ourselves?

“If we can’t keep our professional relationships *friendly*, we have to keep them *smart*.”

LISA OLSEN

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## MEET YOUR PRESENTER

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Chrissy Scivicque (pronounced “Civic”) is the CEO of CCS Ventures, LLC & Eat Your Career, the foremost authority in professional development education for administrative professionals, emerging leaders, and other career-minded individuals and teams. We offer a robust assortment of training and resources to improve job performance and enhance personal fulfillment.

Chrissy is a certified Project Management Professional (PMP) and certified Professional Career Manager (PCM). She holds a bachelor’s degree in Business Administration and Marketing from Sonoma State University in California and has obtained Training and Instructional Design certification from the Association for Talent Development.

Since 2009, Chrissy has developed and delivered custom training programs for teams inside some of the world’s most recognized companies including 3M, Amazon, Microsoft, GoDaddy, Capital One, Northrop Grumman, Grainger and more.

Chrissy’s work is regularly featured on popular websites including Forbes and US News & World Report. She has published over 500 articles on career-related topics and is the author of several books, including *The Proactive Professional*, *The Invisibility Cure*, and *ELEVATE Admins*, all available on Amazon.



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## ABOUT EAT YOUR CAREER

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# EAT YOUR CAREER

Chrissy believes that work can be an enriching, *nourishing* life experience. She loves helping professionals figure out what that means *for them* and how to achieve it.

**We provide professional development training and resources to help you conquer career complacency & find fulfillment at work.**

### Join Our FREE Webinars

We offer FREE training webinars and Q&A sessions, where Chrissy provides straightforward advice to help address *your* workplace frustrations and career challenges. Sign up to get notified about upcoming sessions here: [www.EatYourCareer.com/signup](http://www.EatYourCareer.com/signup)

### Books by Chrissy Scivicque, PMP, PCM

"A must-have resource for every career and business library."

★★★★★

Available on **amazon**

"No jargon or fluff...Very effective."

The Proactive Professional: How to Stop Playing Catch Up and Start Getting Ahead at Work (and in Life!)

Elevate Admins: How to Raise the Bar and Achieve Excellence in Your Administrative Career

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