



PERSONALITY STYLES

Why Learn Personality/Communication Styles?

Box 1 Dove, Box 2 Owl, Box 3 Peacock, Box 4 Eagle

- Understand your behavioural tendencies and develop an understanding of how your behaviour affects others
- Understand, respect, appreciate, and value individual differences
 - Identify strategies for working more effectively with members in your team
- Enhance your effectiveness in accomplishing tasks by improving your relationships with others

Successful People

- Understand themselves and how their behaviour affects others
 - Understand their reactions to other people
 - Know how to maximise what they do well
- Have a positive attitude about themselves which causes others to have confidence in them
- Know how to adapt their behaviour to meet the needs of other people and particular situations

The Personality/Communication Styles

People & emotion focus



Slower & methodical



Fast paced



Facts & Figures

Personality/Communication Styles

**Facilitating
Relationship
Style**

Through
relationships
achieves synergy

Provides accuracy
and detailed picture
to assist
effectiveness

**Analytical
Relationship
Style**

Personal
Acceptance

PEOPLE

Personal
Recognition



Personal Security
at being Right

WORK

Personal
Achievement

**Promoting
Relationship
Style**

Generates ideas &
excitement toward
vision

Drives to achieve
with focus on
results

**Controlling
Relationship
Style**

Personality/Communication Styles

- **Eagle**

- **Dominant, Demanding, Control**

- *Tendencies may include –*
 - Getting Immediate results
 - Causing action
 - Accepting challenges
 - Making quick decisions
 - Questioning the status quo
 - Taking authority
 - Managing trouble
 - Solving problems

- **Dove**

- **Stabilizer, Safety Seeker**

- *Tendencies may include –*
 - Performing an accepted work pattern
 - Sitting or staying in one place
 - Demonstrating patience
 - Developing specialised skills
 - Concentrating on the task
 - Showing loyalty
 - Being a good listener
 - Calming excited people

Personality/Communication Styles

- **Peacock**

- **Interaction, Promoting, Impulsive**

- *Tendencies may include –*

- Contacting people
- Making favourable impressions
- Verbalising with articulateness
- Creating a motivation environment
- Entertaining people
- Desiring to help others
- Participating in a group

- **Owl**

- **Calculation, Cautious, Conscientious**

- *Tendencies may include –*

- Attention to directives/standards
- Concentrating on key details
- Being diplomatic with people
- Checking for accuracy
- Critical thinking
- Critical of others performance
- Complying with authority

In Conflict

Eagle

Demands

- Overly Assertive
- Autocratic
- Unbending
- Overly-Controlling
- Strong-Willed
- Attempts to impose thoughts and feelings on others

Peacock

Attacks

- Explosive
- Emotionally attacks others and their ideas
- Uses condemnations and put downs to discredit others
- Tells people how he/she “feels” about things

“Fight Mode”

In Conflict

Dove

Complies

- Gives in to keep peace and reduce conflict.
- Appears to agree with others
- Tolerates things even though he/she may disagree
- Desires to save the relationship even if it hurts them the most

Owl

Avoids

- Less Assertive
- Keeps thoughts to self
- More controlled
- Withdraws from people and/or undesirable situations
- Plans next move

“Flight Mode”

To Be More Effective if you are:

Dove

- Get to the point
- Volunteer information
- Be willing to disagree
- Act on your conviction
- Initiate conversation
- Be more open to change, and deal with confrontation constructively

Owl

- Verbalise feelings
- Pay personal compliments
- Spend time building relationships
- Socialise more
- Use more friendly non-verbals
- Be less critical of others' ideas and methods

To Be More Effective if you are:

Eagle

- Ask for opinions of others
- Negotiate decision-making
- Listen without interruption
- Adapt to time needs of others
- Allow others to lead
- Be attentive to team members ideas until everyone reaches a consensus

Peacock

- Talk Less
- Restrain enthusiasm
- Make decisions based on fact
- Stop and think!
- Acknowledge thoughts of others
- Weigh the pros and cons before making a decision; be less impulsive

To Be More Effective if you deal with a:

Dove

- Take it slow – be warm, caring and friendly
- Ask about them – small talk
- Introduce change slowly
- Don't praise them in front of others
- Two doves may talk too much and not focus on what actually needs doing

Owl

- Take it slow with owl's – don't rush
- Stick to the facts, spend time discussing in detail
- Put things down on paper
- Follow set patterns and procedures – don't suggest sudden change
- Owls find it hard to take criticism
- Two owls may focus too much on the detail and not achieve deadlines

To Be More Effective if you deal with a:

Eagle

- Be to the point; stick to the facts
- Don't talk 'small talk' for too long
- Don't tell eagles what to do – ask them
- ALWAYS do what you say – put goals in WRITING
- Don't praise them – they get reward by knowing what they personally mean to others

Peacock

- Let them do the talking
- Make them the subject of conversation
- Use expressive words, pictures and emotions
- PRAISE them
- Peacocks can have angry outbursts if put under pressure or forced to do too much detail – let them cool off and they will act like nothing had happened