

Session 4
Dealing with Different Personality Styles
"Who are you?"

Have you ever wondered why with some people you have instant rapport, while with others it feels like fingernails on a chalkboard? Do ever feel you just do not understand why people act the way they do? Do you ever get a blank stare from someone you have just asked to help with a task? If you have you are not alone. This happens because of the differences in people.

People's behavior falls into one of four primary behavioral styles – Directors, Thinkers, Relaters and Socializers - each with a very distinct and predictable pattern of observable behavior. Some people move at a faster pace than others. Some people are more open with their feelings and emotions than others maybe. These differences



only cause problems when we treat them in a way that is inconsistent with who they are and how they want to be treated. Once you understand these behavioral patterns, you have the key to unlock your ability to get along with nearly anyone.

Each Attendee will:

- Learn the four primary behavioral styles that make us different
- Participate in an assessment that will pin point your individual style
- Explore how the differences add value to our efforts
- Examine how each style wants to be treated
- Discuss common behaviors that work against you when dealing with patients
- Discover how to turn conflict into chemistry
- And much more