From RE-ACTIVE to PRO-ACTIVE

Managing your team the way they want to be managed

ISPA Knowledge Network
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"Sometimes the behaviors that are very different from our own frustrate us the most."

The less we understand about other people and their behavior, the greater the possibility for frustration and conflict

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THE GOLDEN RULE

"Do unto others as you would have others do unto you"

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THE PLATINUM RULE

"Treat others the way they want to be treated"

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BENEFITS OF LIVING THE PLATINUM RULE

- Appreciate and value differences
- Dissolve stress and conflict
- Communicate more effectively
- Improve teamwork
- Remove perception differences

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"People will often create discomfort and tension by assuming that everyone is all pretty much alike."

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Self awareness is the cornerstone of effectiveness

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DO YOU HAVE A HIGH EQ?

- Understand themselves and how their behavior affects others
- Understand their reactions to other people
- Know how to maximize on what they do well
- Have a positive attitude about themselves
- Know how to adapt their behavior

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Your emotional intelligence is more important than your IQ!

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"When you become to understand yourself, you'll find that you will gain more conscious control of your behavior and are able to be more situationally effective."

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PRO-ACTVE OPERATING TACTIC

Embrace Diversity

"Outstanding people not only embrace diversity, but they adapt the way they treat others to more effectively connect with and influence them."

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GENDER DIFFERENCES

WOMEN

- Women value *love, beauty,* communication and *relationships.*
- Sense of self comes through *feelings.*
- *Communication* is of primary importance.
- Women want *understanding.*

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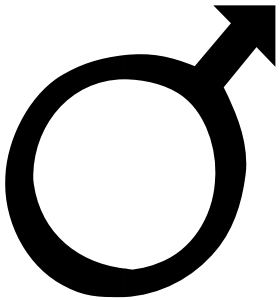

GENDER DIFFERENCES

MEN

- Men value *power, competency,* efficiency and *achievement.*
- Sense of self is defined through *the ability to get results.*
- Deepest Fear: *He is not good enough or that he is incompetent*
- Difficult to differentiate between *advice* and *help.*

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DISC MODEL

1. Dominance
2. Influence
3. Steadiness
4. Conscientious

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DOMINANCE

Shapes the environment by overcoming opposition to accomplish results.

- Getting immediate results
- Causing action
- Accepting challenges
- Making quick decisions
- Questioning the status quo
- Taking authority
- Managing trouble
- Solving problems

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DOMINANCE

Preferred Environment

- Power and authority
- Prestige and challenge
- Direct answers
- A wide scope of operations
- Opportunities for individual accomplishment
- Opportunities for advancement
- Freedom from controls and supervision
- Many new and varied activities

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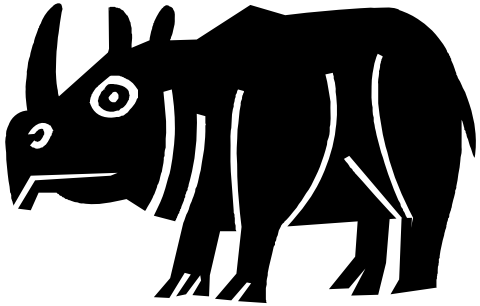

ACT MODEL

Rhino

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INFLUENCE

Shapes the environment by influencing or persuading others.

- Contacting people
- Making a good impression
- Being articulate
- Creating a motivational environment
- Entertaining people
- Being optimistic
- Participating in a group

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INFLUENCE

Preferred Environment

- Popularity, social recognition
- Public recognition of ability
- Freedom of expression
- Group activities outside of job
- Freedom from control and detail
- Coaching and counseling
- Favorable working conditions

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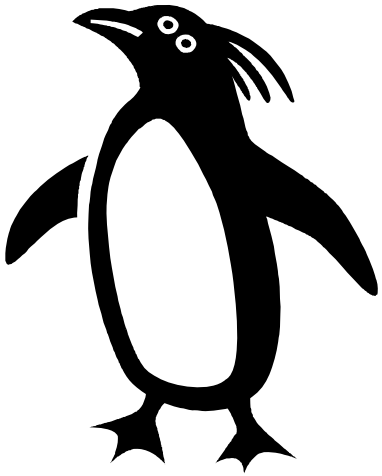

ACT MODEL

Penguin

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STEADINESS

Cooperates with others within existing circumstances to carry out tasks

- Demonstrating patience
- Developing specialized skills
- Helping others
- Performing in a consistent manner
- Showing loyalty
- Being a good listener
- Creating a stable work environment

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STEADINESS

Preferred Environment

- Maintenance of status quo
- Predictable routines
- Credit for work accomplished
- Minimal work infringement on home life
- Sincere appreciation
- Identification with a group
- Minimal conflict

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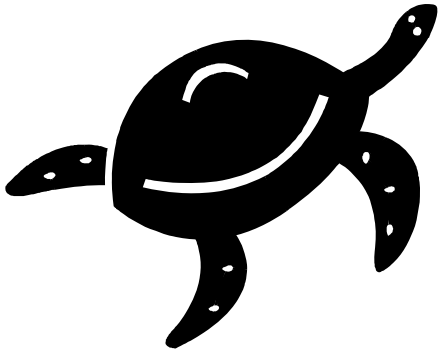

ACT MODEL

Tortoise

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CONCIENTIOUS

Works conscientiously within existing circumstances to ensure quality

- Concentrating on key details
- Being diplomatic
- Checking for accuracy
- Adhering to key directives and standards
- Thinking analytically
- Using indirect approaches to conflict
- Using a systematic approach to situations

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CONCIENTIOUS

Preferred Environment

- Control of those factors that affect their performance
- Cleary defined performance expectations
- Values on quality and accuracy
- A reserved, business-like atmosphere
- Recognition for specific skills and accomplishments

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ACT MODEL

Owl

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RHINOS – HIGH D

- Sees an unfavorable environment that they want to overcome
- Tries to change, fix, or control things

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PENGUINS – HIGH i

- Sees a favorable environment in which they can influence others
- Tries to persuade, promote, or influence others

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TORTIOSE – HIGH S

- Sees a favorable environment that they want to maintain
- Tries to be cooperative, supportive, and agreeable while keeping things stable

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OWLS – HIGH C

- Sees an unfavorable environment that they do not want to try to change
- Tries to work within established rules, guidelines, and procedures to ensure accuracy and quality

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MOTIVATING PRINCIPAL

- People do things for their reasons, not your reasons

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