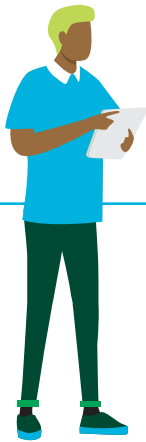


# MODULE 3

# UNDERSTANDING PERSONALITY TYPES







## YOUR ACHILLES HEEL



### OBJECTIVE:

To identify how you need to grow (or adapt) to better relate to other people (our colleagues and customers).

- 1 Look at the traits that apply to your profile.
- 2 Select one or two traits you want to change. (Usually those traits which are taken to an extreme could be your Achilles Heel).
- 3 Look at the following list and circle any relevant, specific suggestions on how you want to improve. (Don't be too hard on yourself).

PANTHER 	PEACOCK 	DOLPHIN 	OWL 
<b>Impatient</b> <ul style="list-style-type: none"> <li>Be more patient</li> <li>Give myself a longer lead time</li> <li>Be more tolerant of delays</li> <li>Relax</li> </ul>	<b>Likes to work in an unstructured way</b> <ul style="list-style-type: none"> <li>Be more organised</li> <li>Let others organise me</li> <li>Pay more attention to details</li> </ul>	<b>Slow pace</b> <ul style="list-style-type: none"> <li>Avoid being too slow</li> <li>Set deadlines</li> <li>Don't get overwhelmed by pressure</li> </ul>	<b>Focuses on facts and figures</b> <ul style="list-style-type: none"> <li>Reduce reliance on facts alone</li> <li>Use other information</li> <li>Trust my intuition</li> </ul>
<b>Pressures others</b> <ul style="list-style-type: none"> <li>Slow down</li> <li>Pressure others less</li> <li>Be sensitive to others' needs</li> <li>Be aware of my own limitations</li> </ul>	<b>Comes on too strong</b> <ul style="list-style-type: none"> <li>Be careful not to intimidate others</li> <li>Don't steal too much of the limelight</li> </ul>	<b>Appears vague</b> <ul style="list-style-type: none"> <li>Think before I speak</li> <li>Organise my thoughts</li> </ul>	<b>More task than people oriented</b> <ul style="list-style-type: none"> <li>Develop relationships</li> <li>Avoid being judgmental</li> </ul>
<b>Competitive spirit</b> <ul style="list-style-type: none"> <li>Remember to be part of the team</li> <li>Results will speak for themselves</li> <li>Avoid being too independent</li> </ul>	<b>Reacts emotionally</b> <ul style="list-style-type: none"> <li>Avoid embellishments and exaggerations</li> <li>Avoid being too dramatic</li> <li>Take time before I react</li> <li>State my case objectively</li> </ul>	<b>Gets personally involved</b> <ul style="list-style-type: none"> <li>Leave personal issues at home</li> <li>Don't get too familiar with colleagues</li> <li>Be more private</li> </ul>	<b>Remains objective</b> <ul style="list-style-type: none"> <li>Share my feelings</li> <li>Avoid being aloof</li> <li>Come to a decision quicker</li> </ul>
<b>Likes to be in control</b> <ul style="list-style-type: none"> <li>Let others take control</li> <li>Volunteer less</li> <li>Avoid playing power politics</li> </ul>	<b>Interested in everything and everyone</b> <ul style="list-style-type: none"> <li>Get down to business quicker</li> <li>Try not to get overly involved with other people</li> </ul>	<b>Keeps the peace</b> <ul style="list-style-type: none"> <li>Don't be afraid to take a stand</li> <li>Assert myself more</li> <li>Take the initiative</li> </ul>	<b>Somewhat inflexible</b> <ul style="list-style-type: none"> <li>Change plans and deadlines accordingly</li> <li>Be less of a perfectionist</li> <li>Allows others to communicate in their own way</li> </ul>
<b>Interrupts</b> <ul style="list-style-type: none"> <li>Let people complete their sentences</li> <li>Take a breath before I respond to it</li> </ul>	<b>Talks a lot</b> <ul style="list-style-type: none"> <li>Don't dominate the conversation</li> <li>Ask open-ended questions of others</li> </ul>	<b>Sometimes does not speak up</b> <ul style="list-style-type: none"> <li>State my opinion – it is important</li> </ul>	<b>Usually listens, but we would never know it</b> <ul style="list-style-type: none"> <li>Use nonverbal signs to show that I am listening</li> <li>Be more spontaneous</li> </ul>
<b>Sets many goals</b> <ul style="list-style-type: none"> <li>Limit the number of goals I set</li> <li>Focus on results</li> </ul>	<b>Goals may kill spontaneity</b> <ul style="list-style-type: none"> <li>Be spontaneous about means to reach goals</li> <li>Reach my goals by telling others</li> </ul>	<b>Cautious about commitment to goals</b> <ul style="list-style-type: none"> <li>Achieve goals with someone else</li> <li>Act quicker</li> </ul>	<b>Goals must be met on time</b> <ul style="list-style-type: none"> <li>Goals and deadlines may need to be changed</li> <li>Be flexible about my deadline</li> </ul>