

RECOGNISING PERSONALITY TYPES & MANAGING THEIR BEHAVIOUR



Friendly and Sympathetic Type:

Keep neutral - do not get into the 'friendship' mode – practice the helicopter/big picture view, although maintain rapport using polite appreciation of points made

Talkative and Babbling type:

It's all in the timing! – Interject with a challenge question and/or re-confirm the point they are making. Acknowledge them and also consider inviting other views to open up the discussion and deflect from the individual

Silent type:

Draw them in, usually be using their name, by asking their opinion – they are often reflective thinkers and good listeners and so have something useful to contribute. It also reduces the assumptions made about what they are thinking.

Experienced confident type:

Show you respect their opinion by challenging them, for example: – What is your experience? – and then open up discussion with other group members. Treat them as a peer/show them due respect. Note: This type may be 'game players', unhelpfully cynical or overly critical (although this is not always negative – can open up others!)

Shy, Inexperienced, or Anxious Type:

Often un-assertive or unclear or concerned – i.e.: in a 'first' person state. Help draw them in by checking their understanding and rephrasing information; praise contributions made; acknowledge the worth of their statements to the wider group

Super Ego Type:

Expresses views on a grand scale – keep your cool, check their status in the group – acknowledge and occasionally seek their view, but defer to others for wider opinion or agree to, or agree to differ – and reassert your point. Stick to meeting boundaries

Mule/Pompous Type:

Totally inflexible – give known facts to win. Hypothesise and present other scenarios/options, starting with: 'What if or What about?'
Don't prick their balloon! Shifts may not be acknowledged but don't take personally

Busy Type:

Impatient, have a sense of self-importance, task centred. Show you're impressed. Help them to focus by making the activity being discussed THEIR issue. Quickly list key issues to help organise their mind. Be firm and move on.