

Working and Communicating with Different Personalities

Understanding Personalities



Jason Alba
CEO of JibberJobber.com

@JasonAlba www.JibberJobber.com



A Foundation Provides Context

Personalities

How people work

Communication





Foundation and Context

Can help you avoid misunderstandings
and misusing information you collect.



Personality Assessments Are Tools

Understand yourself

Understand others

Enrich relationships

Help others



A photograph of a man with dark hair and glasses, wearing a blue shirt. He is sitting at a desk, looking down and covering his eyes with his hands, appearing distressed or overwhelmed. In the background, there are windows, a white computer monitor, and some green plants.

Many times people aren't out
to be malicious or harmful.

Understanding personalities is key
to having the proper perspective
with relationships.

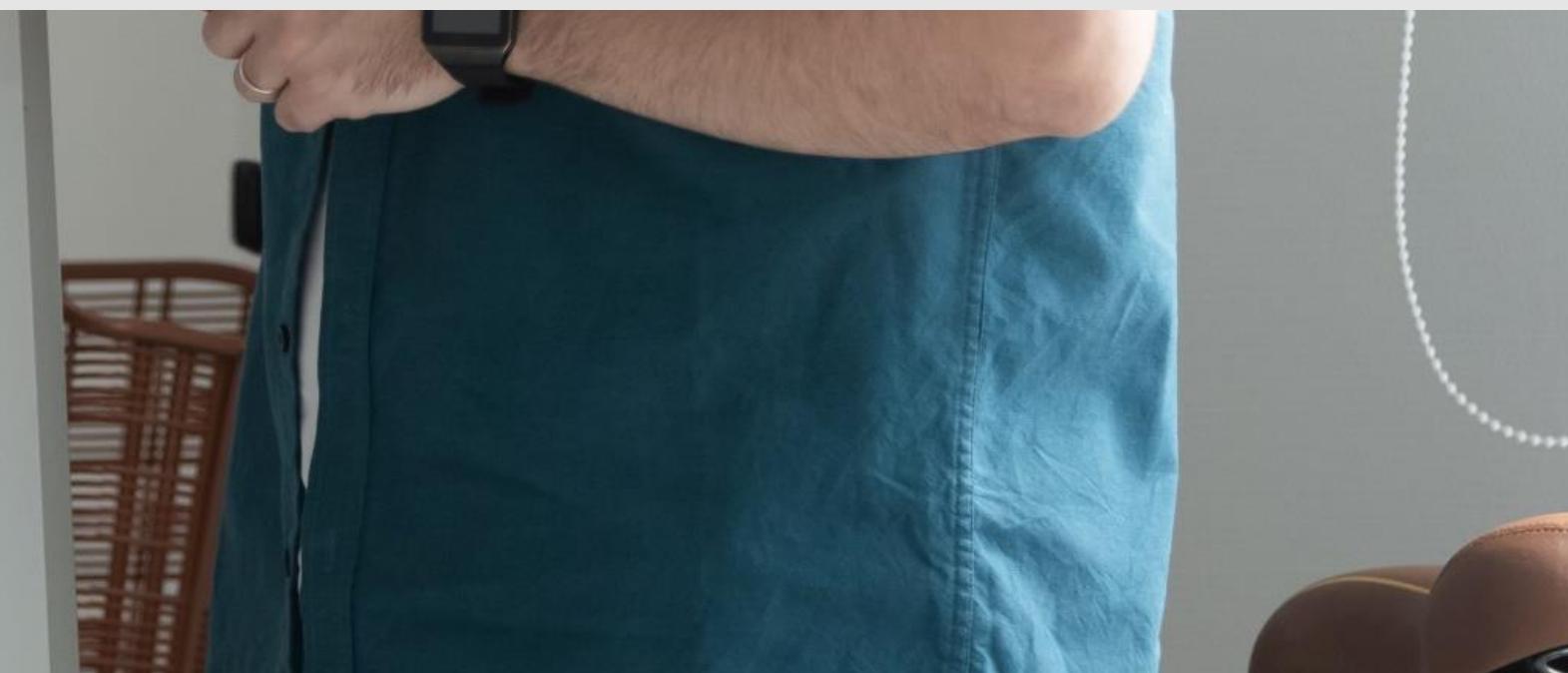


Use the information
in this course to learn
about yourself and others.





**Even the most introverted person has
to interface with others, sometimes.**





Working with Others

Can feel annoying

Even terrifying

Excellent workers

Naturally quiet

Proudly invested

Avoids interactions



Understand Your Preferences and Tendencies



Helps us know how to best work with others



Helps us know when to best communicate or work with others



How to best communicate, educate, and influence



Accept why, how, and when others interact with you



Without even a basic understanding of personalities, our assumptions about actions and reactions can be very wrong.











Communication Can Be Easy

Some people find it easy. Others
need to learn about and work on it.



Effective Communication

Know your message

Know the objective

To share information

To motivate others



Understand How You Tend to Communicate



Overbearing?



Direct?



Indirect?



Communication Influences

Your culture

Your personality







Understand Yourself

And understand the preferences
and tendencies of who you
communicate with.



Understanding communication
tendencies helps you become
a better communicator.



A photograph of two women in a professional setting. On the left, a woman with short blonde hair, wearing a grey blazer and hoop earrings, holds a red pen and looks towards the right. On the right, another woman with dark hair and glasses, wearing a blue blazer, is partially visible, looking towards the left. They appear to be engaged in a conversation or presentation.

**Improve your communication with the
different types of people you work with.**



Objectives from a master communicator:
To impact and inspire.



Why Do I Communicate?

Whether it is with one person or a hundred people, I too want to impact and inspire.



Communication Objectives

To impact

To inspire

To persuade

To influence





How can you be more effective
in your communication and
your logical arguments?



Persuading Others

Does not mean you will always need or want to have your way.



Persuading Others

As you seek to understand and seek truth, you can persuade others to seek to understand and seek truth.





Find opportunities to regularly practice your persuasion skills.

Learning about personalities,
tendencies, and preferences
can help you become more
persuasive.



Personalities Matter

- Some personalities are hard to understand**
- Different personalities can lead to frustration**
- Work can still get done**
- On the one hand: liking everyone**
- On the other hand: being highly productive**
- You weren't hired to like everyone**
- Working with people you dislike is miserable**
- Figure out a good balance for you**





A boss you would follow around

An amazing human and leader

It was easy to feel imposter syndrome

He was just doing a brain dump

He wasn't giving me explicit instructions

My greatest value was to execute his vision

I finally learned to appreciate his trust in me





My boss seemed frustrated

She was new to her role and to the tech field

As we all do, she had personal issues

She wasn't actually frustrated with me

She was frustrated because of other things

Our relationship was uncomfortable

I didn't understand her personality





Their actions made me think they hated me

This person was consistent with their actions

Very competent in their role

A lot of people didn't want to work with them

Learning about personalities helped me

I overlook certain behaviors

I learned to work well with this person



How People
Act, communicate, and think...



Impacts

Work relationships, productivity, and job satisfaction.





Understanding Personalities

Can help make actions, reactions, thoughts, and words from ourselves and others more clear.



Understanding Personalities Is Critical

When someone seems lazy

When someone thinks different than you do

When they seem to not want to talk to you

When your ideas get rejected regularly

In life-changing circumstances

When asking for help

When trying to persuade others



Understanding personalities can impact your communication and effectiveness in various situations.





The DiSC Assessment



Resume writers

Career coaches

HR and business managers

A tool to help determine:

- How to position a job candidate
- Which jobs/roles you should focus on
- How teams can work better together



If you understand yourself,
and one another, you can
understand how to best
work and communicate
with one another.



“Results from the DiSC Assessment help you understand tendencies and preferences.”

Jane Roqueplot, ProfilingPro.com





Assessment Results Help You Understand

How you tend to act or react, think or talk, and accept or analyze information you get. They also impact how you give information.





Assessments are not tests

You would learn your personality

You would act within that definition

You were locked into that definition

Defines how you are, react, think, etc.

This is for the rest of your life

Definitely felt confining



Assessment Results Are Not Absolutes

They help you understand tendencies

You tend to want data to make decisions

You tend to talk about personal things

You tend to want to get work done quickly

You tend to value process over people

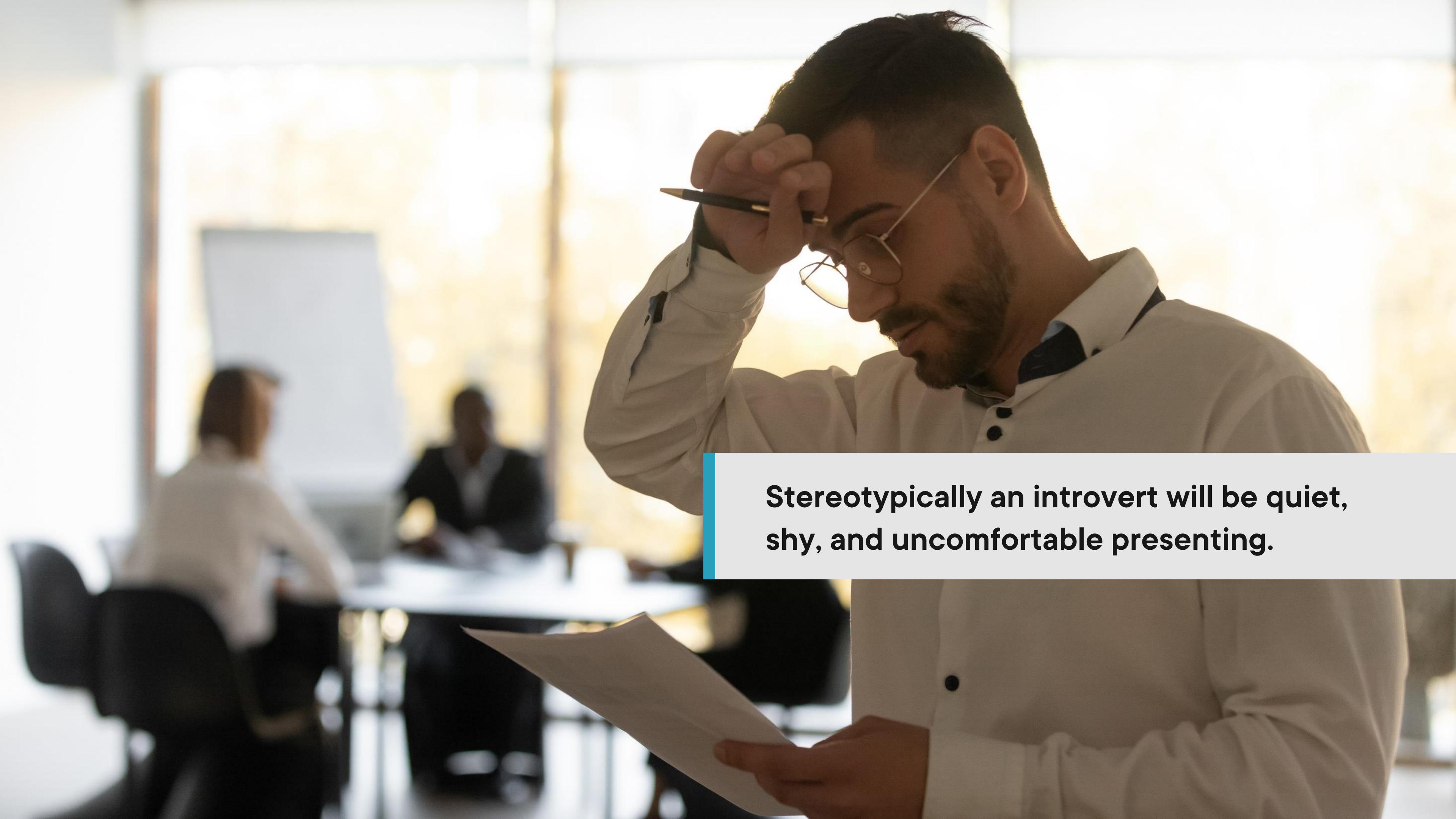
You tend to value people over process

Understanding tendencies is powerful



Think about personalities through
the lens of tendencies instead of
discrete rules or boundaries.





Stereotypically an introvert will be quiet, shy, and uncomfortable presenting.

What if an introvert acts differently than the stereotype, surprising everyone?



Stereotypical Introverts

Can't function well
around others

Is generally a poor
communicator

Recharges by
themselves



While we have dominant aspects of our personality, less dominant parts can come out and surprise people.



Leading With

You usually lead with certain tendencies
Circumstances could change that
Not unexplainable or rare
Allowing this respects our nature
Recognizes that we are dynamic and complex
Allows us to untether ourselves from results



Pay attention to what
people lead with.





**Question I asked a retired therapist:
“Is the Myers-Briggs a legitimate tool?”**

“The Myers-Briggs Type Indicator is a legitimate tool and I think it's one of the better ones.”

Vern Cox



“The only thing I don't like about it, and most other assessments, is this: If you score only one point different in one of the categories, you are completely in that category [even though] your score is very slightly in that category.”

Vern Cox



“You are then boxed in, rather than having a continuum that would indicate how different you are in each category.”

Vern Cox





General Assessment Criticism

Sometimes you get results that put you in a box, label, or category without any context on how close you were to other boxes, labels, or categories.



Take Your Assessments Online

Many options to choose from

My results were ESFJ

16personalities.com gave graphical results

J for Judging but really close to being a P

E for Extravert and not even close to Introvert

Learn how close you are to alternatives

Learn about the differences between results

Do a self-assessment of each trait

You are not locked into the results

You can change over time





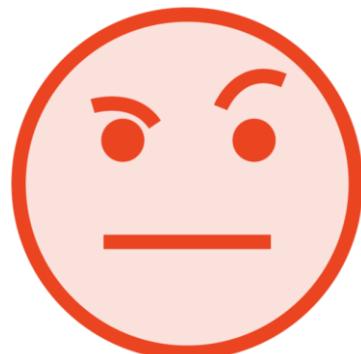
Use These Tools to Help You



Give you a foundation to help you understand people



Work on your relationships and persuasion skills



Learn about yourself, your tendencies, and what you lead with





Personality assessments can give definitive labels that don't allow variance.

Sliding Scale vs. Absolutes

- Absolutes are too finite**
- A sliding scale gives you context**
- Can indicate where you gravitate towards**
- For personality, tendencies, and preferences**
- A result doesn't mean you are 100% that result**
- Explains why you might act differently**
- This can help unfair stereotypes**





**“But that doesn’t mean you’ll act
like an introvert in every situation!”**

Factors Impacting How I Act

Other people

Subject matter

My mood

Tired

Hungry



The sliding scale concept helps us understand why people do things outside of their results.





Preferences and Tendencies

Preferring, or tending to, leaves room for differences. They are not absolutes, rather a likelihood.



The sliding scale is an important concept when considering personalities and results.



**This can easily lead to assumptions which
are many times inaccurate and unforgiving.**





Labels and Categories

These can be convenient but they can be misleading and wrong.



“John is an introvert, so he won’t want to meet with the executives to pitch our ideas.”

Bad assumptions by colleagues



A young man with dark hair and a light beard is sitting in front of a laptop, looking directly at the camera with a serious expression. He is wearing a light-colored sweater over a collared shirt. The background is a wooden bookshelf filled with books.

**What if John has been preparing for
something like this and is ready for it?**

Labels and Categories



Declaring, then making judgements and decisions



Without the proper conversations or context



Could have significant impacts on our work and relationships



Proper Conversations

Move beyond labels and assumptions

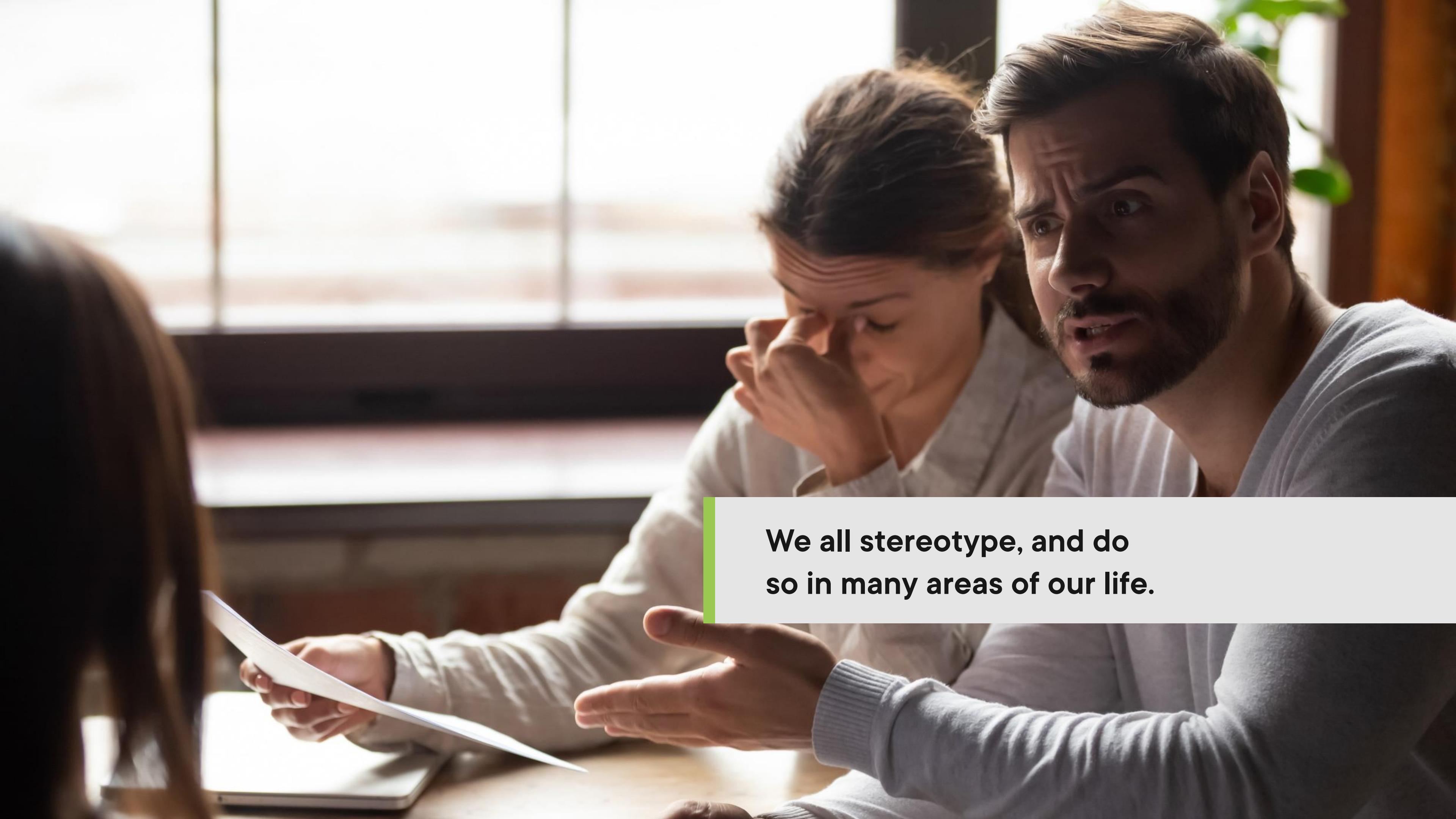
Have a real meeting with individuals

Ask them what they think

Ask where they are at

Ask if they are open to something different



A photograph of a man and a woman sitting at a table, looking down at a document together. The man has a beard and is gesturing with his hands while speaking. The woman is listening attentively. They are in a bright room with large windows.

We all stereotype, and do
so in many areas of our life.

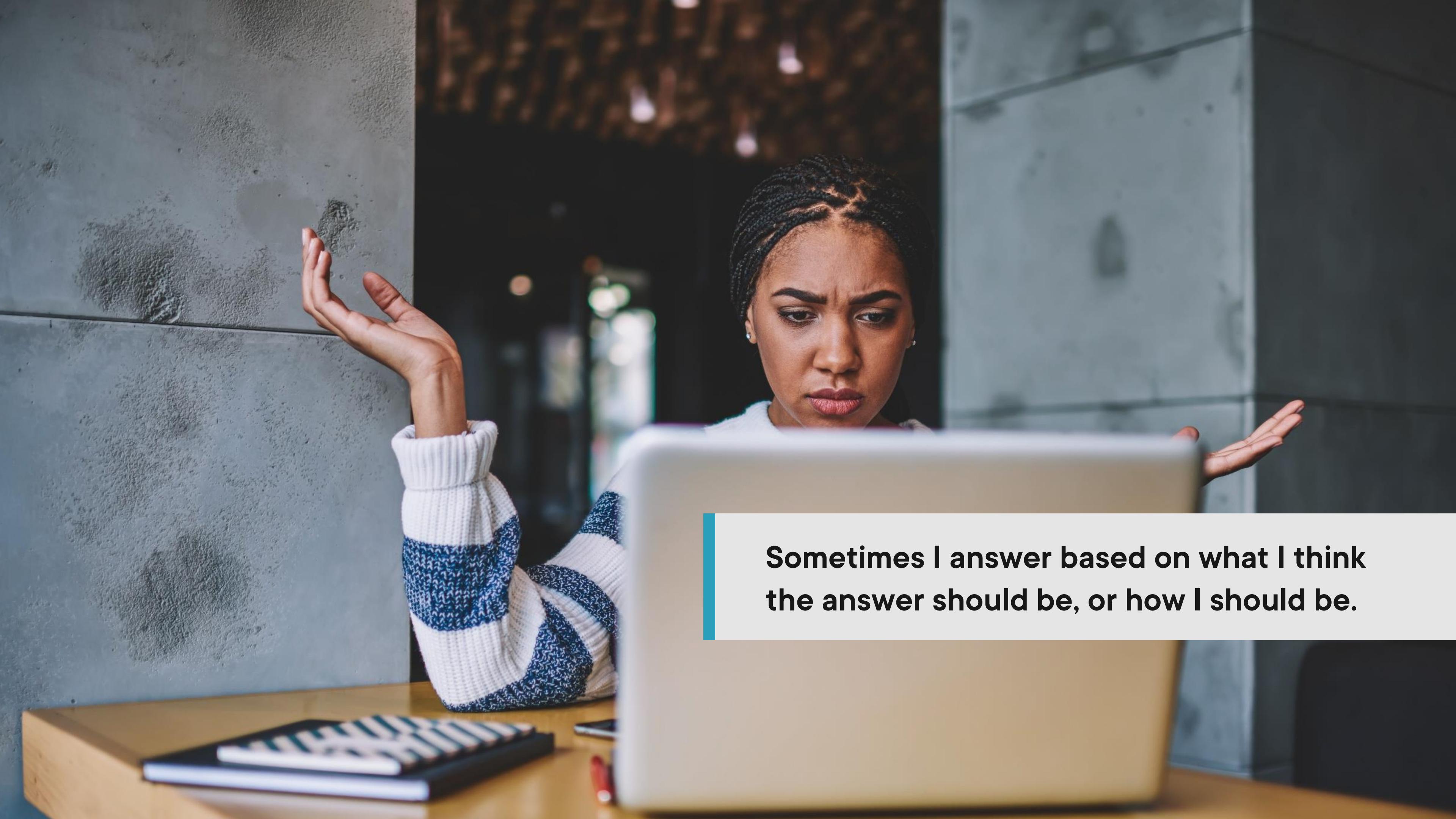
Generalizing and labeling
yourself can be harmful,
especially if left unchecked.



“I don't want just the four letters to tell me who and what I am. I want to understand how close I am to the other four letters.”

Vern Cox



A photograph of a young woman with dark skin and braided hair, wearing a white and blue striped sweater. She is sitting at a desk, looking down at a laptop screen with a serious, slightly annoyed expression. Her right hand is raised in a gesture, and her left hand is also visible near the laptop. The background is a blurred indoor setting.

**Sometimes I answer based on what I think
the answer should be, or how I should be.**

Gaming Assessments

**Others better
than you**

**You at your
most ideal**

**You with
better habits**



Advice for the Right Answers



Answer based on your gut feelings

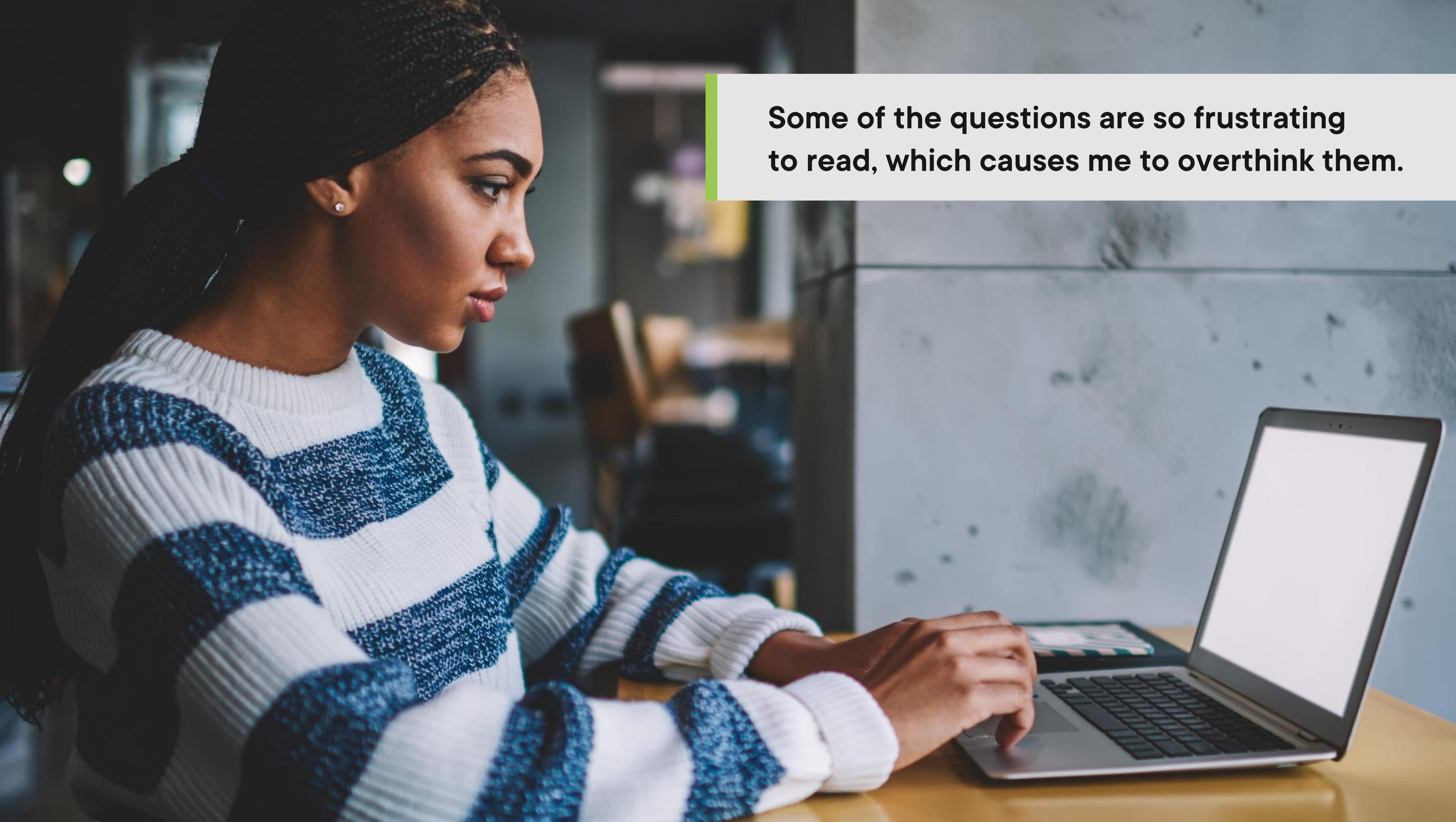


Avoid overanalyzing every question



Don't think too much about what the answer should be





Some of the questions are so frustrating to read, which causes me to overthink them.

Assessment Considerations

- Avoid answering just to look better
- Don't think too deeply about your responses
- Answer as honestly as you can
- There isn't a right or wrong answer
- Nor is there a right or wrong personality
- This is a tool to help you learn about yourself
- This could also help others learn about you



Gaming assessments
won't help you get to
the truth you want
and need.



A woman with dark hair tied back in a bun is lying on her stomach on a bed, looking up at a laptop screen. She is wearing a grey tank top and grey sweatpants. The bed has a light-colored, textured blanket. A white vertical bar is positioned on the left side of the slide.

Life situations, and moods and circumstances, could change responses.

Moods and Circumstances

- Maybe respond on an average, routine day
- Test one way one day
- Test another way after a tragedy
- Regular testing could give varied results
- Results may be small or very noticeable
- Don't let any set of results be life-defining
- People and circumstances change



Allow personalities and
tendencies to be fluid.



A photograph of a woman with long brown hair, wearing a black blazer over a white shirt, sitting at a desk. She is looking down with her hands on her head in a gesture of stress or despair. In the background, a man and a woman are standing and pointing their fingers directly at the camera. The man is wearing a white shirt and a dark vest, and the woman is wearing a dark top. The setting appears to be an office or a professional environment.

**Misleading, inaccurate, unscientific,
meaningless, hogwash, pseudoscience, etc.**

Critics of Assessments

MBTI, the Fad that Won't Die

No assessment is flawless

Use results as data points

Use these with other data points

Flawed but still very common

Other tools address certain flaws





Focus on what you can learn from assessment tools and results.



Assessments Are Not Tests



- Even though you'll hear them called tests**
- A test has right or wrong answers**
- You can get a perfect score on a test**
- You can also fail a test**
- Assessments are used to assess**
- Assessments want the right answer from you**
- Different people have different right answers**



Assessments are designed to help us understand personalities, preferences, and tendencies.





**There is no right or wrong you.
There is just you, regardless of the results.**



Allow for change over time.

How We Are Can Be Fluid

We tend to change

Our circumstances change

Should provide hope

We aren't defined forever





Your Results Are Not Permanent

They are a snapshot based on imperfect questions you responded to while experiencing temporary circumstances or moods.



If You Need to Improve

**You are not stuck within
your assessment results**

**Practice skills and
attributes for growth**



Allowing for change over time
allows us to grow, mature, find
ourselves, and make corrections.





Two Objectives



Relationships



Productivity



Where Leaders Should Focus

People

Process

Product





Jason Alba
@jasonalba

...

What do you tend to value more right now at work? (is it what you should value?)

People (relationships)

63.3%

Processes (systems/rules)

15.2%

Product (outcome/results)

21.5%

79 votes · Final results





People Are Critically Important



Avoid losing the best people on your team
This could be the demise of your team
Our deliverables typically justify our place
Our results could get us better treatment



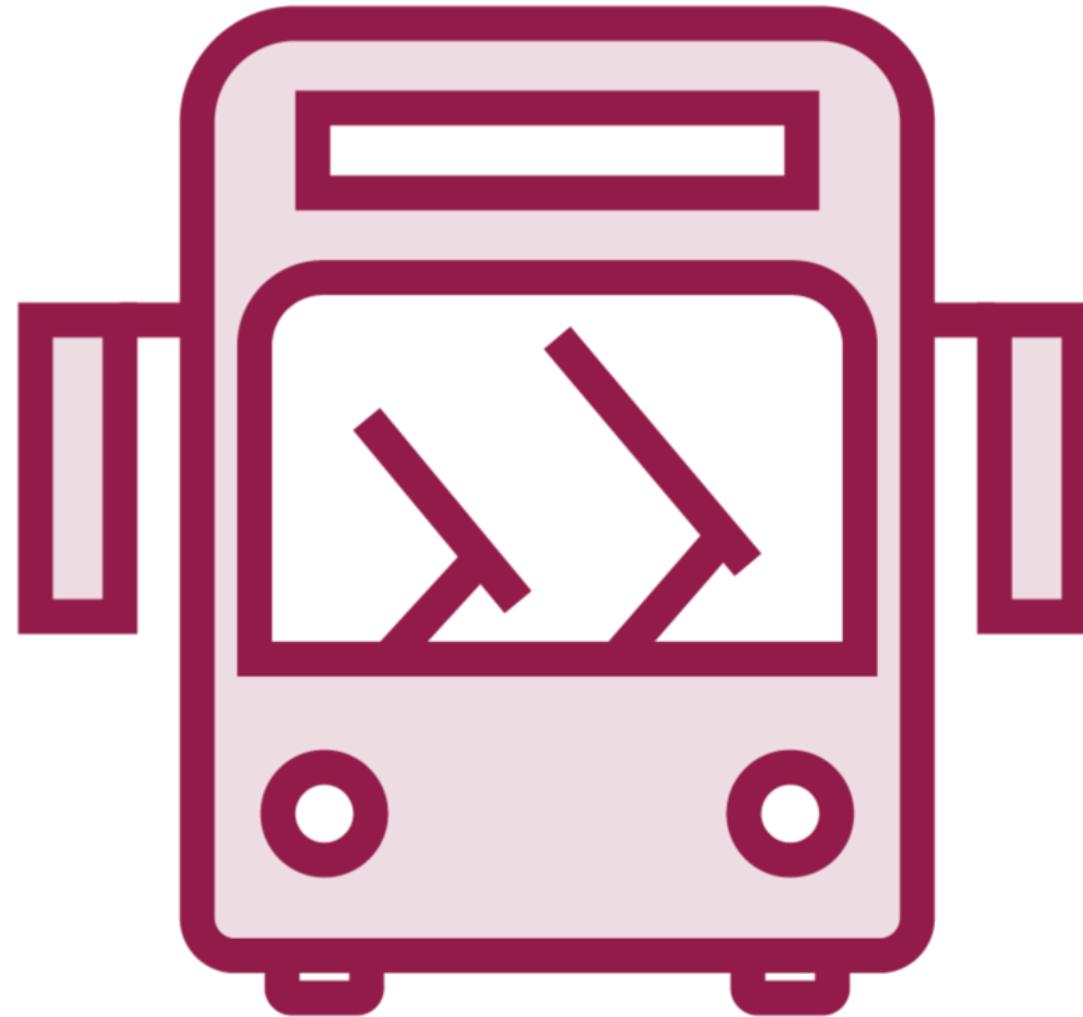
Great products, combined with great sales and marketing, create the opportunity to have a better environment for your people.



A group of diverse business people are gathered in a modern office setting, engaged in a discussion. A man with glasses and a beard, wearing a blue shirt and a grey cardigan, is gesturing with his hands while speaking. A woman with curly hair, wearing a white blouse, is listening attentively. Another man with short brown hair, wearing a white shirt, is also part of the conversation. The background features large windows and a brick wall, suggesting a professional environment.

If you have the wrong priorities at the wrong times you can mess up human capital.

The Most Important Priority Can Change



Different circumstances can drive priorities

Jim Collins in *Good to Great*

Get the right people on the bus

Keep them on the bus

You should see improvements elsewhere

Or, you might see serious problems



Summary



Personalities

Becoming empowered

Learn about yourself

Working and communicating

Persuading and influencing

Shared examples

Preferences and tendencies

Leading with

Thoughts from a retired therapist



Summary



The sliding scale

Generalizing

Gaming the assessment

Moods and circumstances

Critics and criticisms

Assessments vs. tests

Change over time

People, processes, and products



Up Next:
Understanding the MBTI

