

surrounded by labels - (norms, expectations, etc.)
The four types of human behavior and how we effectively communicate with in business (and in life)

1. communication happens on the listener's terms.
1. why is this so important?
 2. No system is perfect
 3. it's been going on for a while.
 4. Surrounded by idioms - or not?
 5. No matter how strange it might seem, in the end
Every kind of behavior is Normal.

1. Normal Behavior

1. is relatively predictable
2. is part of a person.
3. is changeable
4. can be observed
5. is understandable
6. is unique
7. is Enforceable.

2. why are we the way we are?

1. How are children influenced?
2. Core values
3. Attitudes and Approaches.
4. Results
5. How do others really perceive me?

$$\text{Behavior} = f(P \times SF)$$

- * Behavior \rightarrow personality and surrounding factor
- * Behavior \rightarrow we can observe
- * personality \rightarrow try figure out
- * Surrounding \rightarrow influence on.

3. An Introduction to the System



Analytical (Blue)

- slow reaction
- maximum effort to organize
- minimal interest to relationships
- Historical time frame
- cautious action
- Tendency to avoid involvement

Dominant (Red)

1. quick reaction
2. minimum effort to control.
3. minimal interest for caution in relationship
4. Current time frame
5. Direct Action
6. Tendency to avoid involvement

Stable (Green)

1. calm reaction
2. maximum effort for connection
3. minimal interest in change
4. Current time frame
5. Supportive action
6. Tendency to reject conflict

Inspiring (Yellow)

1. Rapid reaction
2. maximum effort to involve
3. minimal interest in own
4. Future time frame
5. impulsive action
6. tendency to reject isolation.

4. Red Behavior

- How to recognize a real Alpha and avoid getting in his way.

1) tell me what you really thinks - yes, for real.

2) can I win something? in that case, i'm in

3. time in money

4. The Bigly's me limit, or is it?

5. Let me tell you how things really are.

6. only dead fish go with the flow

7. It wasn't better before. onward and upward

8. conclusions on Red behavior.

5. Yellow Behavior

1. That sounds fun! Let me do it

2. The more the merrier! your friends are my friends

3. isn't it amazing? I just hoove it to Bits!

4. The optimistic consultant smiles again.

5. what happens is we turn everything upside down?

6. Selling snow to a penguin.

7. I know lots of people. All of them, in fact

8. conclusions on yellow behavior.

6. Green Behavior.

1. how are we going to do this? it's not urgent right?

2. Some simple basics.

3. The best pal in the world

4. once they've said they'll do something

You can rest assured that it will be done.

7. Blue Behavior.

1. what the scheme behind it?

2. That's not quite accurate.

3. Just doing my job.

4. what Edition was it?

5. Is there any more material

note material

Any more materials.

8. No one is completely perfect

1. The differences begin to become clear.
2. Time for a real cliché.
3. Quick review of core behavior patterns.

1. Reds

2. Yellows

3. Greens

4. Blues.

4. how red people are perceived.

5. How yellow people are perceived.

6. How green people are perceived

7. Pightheadness will never be a virtue.

8. What's thought in secret is said in secret

9. Learnings new things.

1. if we had endless time, there'd be no problem

2. A new approach.

3. A language like any other language.

10. Body Language: why how you move matters.

1. Intro

4. Head and Face

2. Posture

5. Hands

3. Gaze

6. Territory

7. So what do we do with all this?

8. Red body language

1. keep their distance from others

2. powerful hand shakes

3. Lean forward aggressively

4. Direct eye contact

5. controlling gestures.

9. voice.

10. Yellow Body Languages.

1. are tactile
2. are relaxed and jovial
3. show friendly eye contact
4. use expressive gestures
5. often come close

11. Green Body Languages.

12. Green Body Languages.

1. are relaxed and come close
2. act methodically
3. tend to lean backwards
4. use very friendly eye contact
5. prefer small-scale gestures

13. Blue Body Language.

1. prefer to keep others at a distance
2. either stand or sit
3. often have closed body language
4. use direct eye contact
5. speak without gestures.

11. A Real Life Example: The company party -
How to understand Everyone you meet.

12. Adaptation.

1. people are obviously different, so what do you do about it?
2. In a perfect world
3. you already do this, even if you don't think you do.
4. Adapting to Red Behaviors.

- 5. Adapting to yellow behavior.
- 6. Adapting to green behavior
- 7. Adapting to Blue behavior.

13. How to deliver really bad news.

- 1. The downside of just doing your job
- 2. Feedback immunity
- 3. How to give feedback to a Red - if you dare
- 4. Stick to the facts
- 5. Be prepared for war
- 6. Ask the person to repeat what you said

14. who goes along why it works.

- 1. Natural combinations
- 2. Complementary combinations
- 3. Challenging combinations.
- 4. No Green

15. written communication.

16. what makes us a mad as hell?

17. Stress factors and angry thieves

18. A short reflection through history

- 1. The Background to everything you've read so far
- 2. The Greeks.
- 3. The Ancient people with an eye for color: Aztecs.

19.



son rounded by 100% - Thomas Erikson.

19. Voices from Real life.

20. A quick little quiz to see what you've learned.

21. A final Example from every day life.

1. conclusions.