"WIN-WIN WORK STRATEGIES"

Individual differences affect interpersonal communications
   --How people "hear" things, depends on their preferences

Useful communication must be
   --Listened to
   --Understood
   --Considered without hostility

To reduce irrelevant friction, try to match presentation to type of individual you want to convince.

Will overcome impression that what is going to be said may be irrelevant or unimportant.

WHEN E's WORK WITH I's:

Write out idea, plan and present it ahead of time to allow time for reflection.
Don't expect an immediate reaction. Give time to reflect, consider.
Take time to talk 1:1 - or in very small group.
Develop trusting relationship.

WHEN I's WORK WITH E's:

Project energy, enthusiasm
Speak up (project voice)
Use nonverbal behavior eg facial expressions
Be action-oriented - a doer!

WHEN S's WORK WITH N's:

State big idea first. Know what your main point is.
Give prospect of an interesting possibility, before getting down to facts.
If need help with an idea, ask 'N' for help.
Avoid automatic negative reaction to 'N's sketchy plans -
   --"It might work if..."
   --"What would you do about this ... that?"
WHEN N's WORK WITH S's:

Work out the details of your idea before presenting it.
Give explicit statement of the problem to be solved.
Be factual
Have a definite plan of action.
Listen for data you might have forgotten to consider. Revise your idea or plan to take that information into account.

WHEN T's WORK WITH F's:

Mention points of agreement before bringing up points of difference.
Start presentation with a concern for the people involved.
Ask for people-oriented data:
   --How do you feel about it? Why?
   --How would others feel? Why?
Count people's feelings among the causes/facts to be reckoned with ... and accordingly.

WHEN F's WORKING WITH T's:

Address Task "up front".
Arrange comments in a logical way;
   --Beginning
   --Sequence of points
   --end
Use pros and cons
Avoid too much "process" talk
Use calm, assertive communications skills to plainly state the feeling aspects of the situation.

WHEN J's WORK WITH P's:

Be flexible. Listen for new information. Readjust thinking.
Don't demand immediate answers. Leave matter open-ended as long as can.
WHEN P's WORK WITH J's:

Plan ahead. Use timelines. Set deadlines. Live by them.
Be ready to make decisions when necessary.
Avoid inappropriate diversions, jokes -

SUMMARY: STRATEGIES FOR WORKING WITH DIFFERENT TYPES

Establish quickly that communication promises something of worth.
Definition of "worth" varies from type to type -
Stress the unsolved part of the problem, rather than condemning the whole idea, plan, or recommendation.
Recognize that compromise between different types is often necessary.
RESULT: Better solutions, since all factors have been considered.