

Personalities working together

with

Eleanor Shakiba

Director, Think Learn Succeed



“think
learn?
succeed”

Personality differences can spark conflict at work. You can short circuit conflict by understanding what makes people tick.

Psychologist, Carl Jung described four key areas of personality. One of these – thinking style – often causes miscommunication or conflict at work.

Detail/big picture thinking

Imagine this scene. Your boss is a big picture thinker. She talks about strategy, vision and the future. Everyone on your team is a ‘small chunk’ thinker. They talk about procedures, details and what’s happening right now. The scene is set for miscommunication. You can avoid this situation by recognising who you’re dealing with.

Detail Thinkers Like To	Big Picture Thinkers Like To
Focus on sensory input	Focus on intuition
Be given concrete examples	Talk in general terms
Follow procedure	Invent new ways of doing things
Focus on the present	Focus on the future

Once you know who you’re talking to, use these tips for smooth communication.

Get Your Point Across To Detail Thinkers

- Give evidence to support your point
- Show the practical uses of ideas
- Use examples from real life
- Give step-by-step instructions

Inspire Big Picture Thinkers

- Start by talking about broad issues
- Present new ideas
- Talk about theory
- Let the conversation get off track now and then

This month’s NLP toolbox (p3) describes another part of Carl Jung’s theory of personality types.

Read more about it

Briggs Myers, I & Myers, P: 1995 *Gifts Differing*

This book shows how Jung’s theory plays out in real life. It is crammed with information about your personality preferences. Read it to understand yourself and the people around you.

**Book Eleanor to run a course for your team
Call 0433 126 841 for quotes and bookings**