

Life Skills

Communication Skills

Use active (drive through) listening:

1. Listen carefully to what is said.
2. Restate what you understood was said.
3. Speaker will restate what he meant.
4. Repeat steps 2 & 3 until both agree on what was meant.

Understand how different Temperaments can lead to misunderstandings.

Conflict Resolution

- Communicate the problem to the other person; often he is not even aware of a problem.
- Suggest possible alternatives.
- Seek solutions where both can win.

Temperaments

There are four colors or flavors of personality, and they correspond with the four temperaments Keirsey described on his web pages about the Keirsey Temperament Sorter and the Keirsey Temperament Theory:

Gold	Guardian	Beaver	Navigator
Blue	Idealist	Retriever	Steward
Orange	Artisan	Otter	Social Director
Green	Rational	Lion	Captain

It is important to keep in mind that all people have all four colors as part of their personalities, although one will predominate. For instance, Blue is my first Color, with Green and Orange about equal as my second Color, and least like me is Gold. It is good for me to learn about all the colors, but to pay special attention to the characteristics of Golds if I am to understand and work well with them.

Another way of looking at the temperaments is as animal types. Just as there are four colors - Gold, Blue, Orange, and Green, there are four 'Animals' – Beaver, Retriever, Otter, and Lion. While some may take offense at being 'labelled' an animal, remember we are only finding a way to help us understand each other. Each of the animals represented has very good traits and also some negative qualities as well.

Still a third way to look at them is as jobs on a cruise ship – Navigator, Steward, Social Director, and Captain.

Gold / Beaver / Navigator

Expected distribution in population	between 33% and 50%
Images	Guard, banker, FBI agent
Goals in life	Security Acceptance by others Material goods Authority
Contributions	When we realize that "God is in the details", that is, that nothing can be done just in general, that everything is in an important sense specific, we can realize the value of Gold thinking, Gold questions and worries, and Gold methods. Good protectors of the status quo, tradition Good at finding fault with new ideas or methods. This ability can help eliminate "bugs" when developing something new.
Likes	Structure and rules To be organized To know what is expected and to fulfill those expectations. May like school and being perfect in school work. Often prefer detailed work requiring care and precision.
Dislikes and irritants	Change (good protectors of the status quo). People who are too cavalier, too careless. People who don't know the rules involved or simply flout them. Rowdies and rule breakers.
Typical concerns	Details Authorization What is expected of them--their obligations and duties. Problems and concerns
What other colors may not like about Golds	Golds can be interested in establishing order in a way that offends or irritates others. The usual Gold idea of order and hierarchy can seem like unnecessary baggage or restrictive to other colors.

Blue / Retriever / Steward

Expected distribution in population	between 12% and 25%
Images	Poet, actor, wizard, musician, sensitive counselor, prophet
Goals in life	Harmony Good emotions Using intuition Know self better
Contributions	When we realize that everyone has emotions, that emotions are probably more immediate and fundamental to human life than purely logical thought, we can appreciate the needs of Blues and the potential contributions of Blues' focus on feelings and inspiration or its lack. Blues may be especially aware of accepting-attending behavior and note its presence or absence more keenly than others. Blues are often instrumental in creating more harmonious relations in the workplace and in boosting morale. Expect Blues to seek ways they can please or delight others.
Likes	Feelings Harmony between people Spirituality and imagination Interactions with others
Dislikes and irritants	Strife and discord Those who value rules or ideas more than people. Insensitivity to others' feelings or plight. Competition
Typical concerns	Feelings Atmosphere Caring Morale
What other colors may not like about Blues	Overly sensitive or concerned about other's feelings. May seem flaky

Orange / Otter / Social Director

Expected distribution in population	between 12% and 33%
Images	party animal, warrior, mountain man, craftsman, "real man", wild woman
Goals in life	Use immediate impulses Develop skills Have fun, adventure Escape boredom
Contributions	When we realize that all animals live in motion, when we appreciate the energy and flow of bodies with a strong need to move, play and compete, we can better sympathize with Oranges. Oranges often excel at speedy trouble-shooting, especially in unprecedented and baffling situations. They may learn very quickly (but may forget quickly, too.) Their ability to negotiate can serve as a model to others as to how to create their own alternatives in goals, content and requirements that meet their needs. Do well in situations that allow for physical action; jokes; short-term, high-impact presentations or activities. Oranges are naturals at "angling for a deal."
Likes	Action Sensational things Fun Competition Making a strong, immediate impact on others.
Dislikes and irritants	Being bored Inaction Being pinned down. May dislike school, lessons, books, extended explanations or discussion. Detail, formality or complexity that others see in a task or project. Self-revelation or analysis.
Typical concerns	Problem-solving. Sizing up people quickly. Being good at something. Repetition in practice is okay.
What other colors may not like about Oranges	Can be oblivious to over-all patterns that are apparent to others. They may seek to stimulate competition that others find burdensome. Not serious enough.

Green / Lion / Captain

Expected distribution in population	Between 10% and 13%
Images	Scientist, nerd, computer genius
Goals in life	Understand everything Question everything Have novel insights Independence
Contributions	When we appreciate the power of careful, more or less solitary thinking, the kind of scrutiny that questions everything from the ground up in the hope of building a better idea, organization or whatever, we can sympathize with the Greens. We can also appreciate the bravery and the loneliness of these long-distance thinkers, who ponder everything and desperately (and hopelessly) seek complete understanding of everything, an impossible but beloved goal of the Greens.
Likes	Thinking, reasoning Inquiry and questioning everything Logic, structure The "big picture"
Dislikes and irritants	Routine Following illogical instructions or traditions
Typical concerns	Time for independent investigation, questioning, thinking and logical development.
What others may not like about Greens	Irritate others by frequently seeing interesting ideas or directions of development uninteresting to others. Can become locked into a search for the ultimate and perfect answer, procedure, etc. when no one else cares about the subject. Seem arrogant to others at times -- Sometimes deliberately choose to ignore rules or others' wishes or concerns. Focus instead on their own, more strictly logical picture of what is going on and what should be achieved in the future.

The Five Languages of Appreciation

Gary Chapman wrote the 5 Love Languages which is a revolutionary relationship book. The knowledge garnered from that book has saved relationships. In a nutshell, it outlines how people express and receive love and the issues when people don't know each other's love language. Once you understand how people accept and show love, it becomes easy to grow stronger in the relationship. Now the goal is to translate this in the workplace.

1. Words of Affirmation Basically this means that people receive appreciation through your words. The authors talk about different dialects and understanding the methods of delivery for Words of Affirmation. These people want and need to be affirmed through encouraging words. Likewise the opposite is true. If you hammer them with negative words, they will take it to heart and become demotivated. Words are no different than punches for people with this love language.

2. Tangible Gifts People with this appreciation language express their feelings and appreciation through giving and receiving gifts. In the workplace, this could be a dinner card to show appreciation or tickets to a sporting event. When a team member does a good job, it is better to give them tickets than to give them praise when they have this love language.

3. Quality Time People who accept appreciation through quality time want to spend time with you. This means that they want your attention. If you work with people on a project then give them your attention. It does not have to be for a long time. Likewise the inverse is also true. Quality time people want your attention so if you are texting or emailing while spending time with them then it will turn them off and cause negative feelings.

4. Acts of Service Acts of service people are doers. Action speaks louder than words. They perform and that is how they show and accept appreciation. As usual, the inverse is true. When you commit to doing something and do NOT do it, it offends people who accept appreciation through Acts of service.

5. Physical Touch Physical touch is a big deal in your relationship. In the work environment, people with this love language need to be careful. You can express appreciation through a solid handshake or pat on the back. Obviously in your intimate relationship physical touch is much more powerful.

The Five Levels of Communication

Level 5: Small Talk.

At this level shallow conversation takes place, such as, “How are you?” “What have you been doing?” “How are things going?” Such conversation borders on the meaningless, but it can sometimes be better than embarrassed silence. When communication remains on this level, it is boring and leads to frustration and resentment in the relationship.

Level 4: Factual Conversation.

At this level, information is shared, but there are no personal comments along with it. You tell what has happened but do not reveal how you feel about it. A wife may observe her husband leaving the house after dinner and ask, “Where are you going?” and he can give a factual answer, “Out.” Men are more apt to settle for this level of communication; however, in our modern society more and more women are functioning at this level as well.

Level 3: Ideas and Opinions.

Real communication begins here, for on this level you risk exposing your own thoughts, feelings, and opinions. Because you feel free to express yourself and verbalize personal ideas, your partner has a better chance to know you intimately.

Level 2: Feelings and Emotions.

Communication at this level describes what is going on inside you—how you feel about your partner or a situation. You verbalize feelings of frustration, anger, resentment, or happiness. If you honestly share with your partner in a give-and-take manner, showing interest in his feelings as well as in expressing your own, this level will enrich and enlarge your relationship. You will feel worthy, noticed, appreciated, and safe in your partner’s view. You will gain flashes of insight into your partner’s character that will give you real understanding of how he thinks and feels. A good combination is to alternate between the levels of ideas/opinions and feelings/emotions.

Level 1: Deep Insight.

Rare insightful moments will occur when you are perfectly in tune with another in understanding, depth, and emotional satisfaction. Usually a peak experience or something deeply personal is related. Communication about such experiences often makes a deep impression on both parties and enriches the relationships. Mutual sharing of personal ideas and feelings is the ultimate goal in communication.

Seven Habits of Highly Successful People

By Stephen Covey

1st Habit

Principle of Personal Choice

- Be Proactive

2nd Habit

Principle of Personal Vision

- Begin with the End in Mind

3rd Habit

Principle of Integrity & Execution

- Put First Things First

4th Habit

Principle of Mutual Benefit

- Think Win / Win

5th Habit

Principle of Mutual Understanding

- Seek First to Understand, Then to be Understood

6th Habit

Principle of Creative Cooperation

- Synergize

7th Habit

Principle of Balanced Renewal

- Sharpen the Saw

The Go Giver

by Bob Burg

1 Value

Your true worth is determined by how much more you give in value than you take in payment

2 Compensation

Your income is determined by how many people you serve and how well you serve them.

3 Influence

Your influence is determined by how abundantly you place other people's interests first.

4 Authenticity

The most valuable gift you have to offer is yourself.

5 Receptivity

The key to effective giving is to stay open to receiving.

Check

Survive, Save, or Serve?