

WHO'S THE BOSS?

How to Quickly Analyze Personalities to Effectively Work with Staff & Volunteers

TASK ORIENTED

YOU: CONTROLLER DRIVER

Quantitative, logical, focused, competitive, experimental, deeply curious

STAFF/VOLUNTEER: "Driver"

Competitive, Formal

Focuses on the WHAT

Priority: Goals & Results, Logic & Data

Fears: Loss of Control

Dislikes: Lack of results

Under Pressure: Domineering/Impatient

Decision Style: Quick

Responds to: Options & Efficiency

Bonus: They create momentum in a team setting

YOU: ANALYTICAL CONSCIENTIOUS

Methodical, reserved, detail-oriented, practical, structured, loyal

STAFF/VOLUNTEER: "Guardian"

Attention to details, Concentration

Focuses on the WHY

Priority: Quality & Analysis

Fears: Lack of standards

Dislikes: Unclear expectations

Under Pressure: Withdrawn/Stubborn

Decision Style: Analytical

Responds to: Evidence & logical approach

Bonus: They bring order to the team, don't like to take risks & they learn from past mistakes

RELATIONSHIP ORIENTED

YOU: PROMOTOR INFLUENCER

Diplomatic, empathetic, traditional, relationship-driven, non-confrontational, articulate

STAFF/VOLUNTEER: "Integrator"

Interactive, Casual

Focuses on the WHO

Priority: People & Approval

Fears: Rejection

Dislikes: Complex tasks

Under Pressure: Emotional & disorganized

Decision Style: Gut feelings

Responds to: Testimonials, Saving personal effort

Bonus: They create relationships in a team setting

YOU: AMIABLE STEADY RELATOR

Consistent, predictable, specialized skills, patient

STAFF/VOLUNTEER: "PIONEER"

Accept what is, casual, asks more questions

Focuses on the HOW

Priority: Cooperation & stability

Fears: Sudden change

Dislikes: Conflict

Under Pressure: Conforming, indecisive

Decision Style: Deliberate

Responds to: Evidence & logical approach

Bonus: Brings out the power of possibility thinking to the team, sparks energy & imagination, takes risks

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What Personality Type Am I?

TEAM MEMBER NAME:

What are two things we have in common?

1. _____

2. _____

What Personality Type Are They?

What are 2 things I can do to bring out the best in them?

1. _____

2. _____

What Personality Type Am I?

TEAM MEMBER NAME:

What are two things we have in common?

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What Personality Type Are They?

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GI Generation 1901-1926

1.5% 4.8 million now

age 93+

SILENT Generation 1927-1945

11.4% 35.3 million

age 72-92

BOOMERS 1946-1964

24.6% 76.5 million

age 53-71

GEN X 1965-1976

16% 49.6 million

age 41-52

GEN Y 1977-1994

(a/k/a Millennials)

24.8% 77.2 million

age 23-40

GEN Z 1995-

(a/k/a Centennitals)

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GI-Silent Generations

- Help them feel empowered.
- Face-to-face communication.
- Be on time.
- Shake hands.
- Ask a lot of questions.
- Offer options and explain details.
- Schedule a specific time for follow up.
- Be aware of physical limitations.

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BOOMERS

- Emphasize your network of experts.
- Back up your knowledge.
- Provide the highlights.
- *Demonstrate* what you are doing for them.
- *Interact* in person, by telephone, or email.

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X

- Help negotiate price and details.
- Help interpret information.
- Handle the paperwork.
- Fill in information gaps.
- Provide fast responses. Deliver everything "yesterday."
- Only 1 chance to get it right.

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Y (Millennials)

- Keep cool.
- Multitask.
- Communicate by texting, social media.
- Avoid pretensions.
- Never overpromise.

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Take 5 for Gen Z

- 1. Their media consumption habits differ from previous generations—even millennials.**
- 2. They prefer cool products over cool experiences.**
- 3. Entrepreneurial and tech-savvy are two Generation Z characteristics.**
- 4. They respond to edgy campaigns.**
- 5. They want to co-create culture—and they do.**

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*"If you're laughing,
you're learning!"™*

JOANNE CHANDO

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Joanne Chando is a national speaker, Broker/Owner and RPAC Hall of Fame 2018 inductee.

Working with state and local associations she creates custom Leadership Retreats & STRAP sessions, New member, new committee member and new volunteer Orientation programs. Joanne presents NAR designation and certifications [ABR, AHWD, CIPS, GREEN, MRP, PSA, RSPS, SFR, SRES, SRS, Generating Buyer & Seller Leads, RE Marketing Reboot, New Home Construction] and custom CE and non-CE classes. Calendar and easy to use booking form: www.JoanneChando.com