Solving the People Puzzle
Course Summary

Description
Have you ever been frustrated with other people? Ever wonder why people act the way they do? Would you like to understand people better? Would you like to be able to lead or teach others and truly 'get through' to them? This session will provide you with a clear understanding of why some of your relationships succeed and others fail. By being able to recognize and understand the individual personality and behaviour styles of other people, you will be in a better position to communicate more clearly and get more done.

Objectives
At the end of this course, students will be able to:

- Discover behavioural strengths, areas for augmenting, blending, capitalizing
- Value and learn to respect the strengths of others
- Deal with conflict effectively by learning adaptive behaviors
- Enhance work group with teamwork and minimize team conflict
- Develop strategies to meet diverse needs of others
- Improve communication skills by determining communication styles
- Reduce conflict and stress, in both interpersonal and intrapersonal relationships
- Manage interpersonal communication better

- Be able to recognize personality strengths within yourself and others, while having an awareness of your own limitations or "blind spots"
- Understand the personality traits when applying "combinations" dynamics
- Know the four P.Q. levels of human behavior regarding "Personality Quotient"
- Diagram the four basic personality types and identify the distinctive classifications for each type
- Understand and communicate the concept of a personality style "Blends"

Topics
- The Model of Human Behaviour
- Understanding Yourself
- Recognizing Others
- Adapting for Success

Audience
- Managers and supervisors who want to more effectively lead others
- Anyone operating in a team environment or interacting with others on a regular basis
- Professionals trying to improve communication with others
- Individuals who would like to better understand their own behaviour style, drives and strengths

Prerequisites
There are no prerequisites required for this course.

Duration
One day

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Course Outline

I. The Model of Human Behaviour
   A. Normal…like me
   B. Discussing Pace vs. Priority
   C. Understanding the Primary Styles
   D. Key Style Characteristics

II. Understanding Yourself
   A. Your Unique Blend
   B. Nature vs. Nurture – which is right?
   C. Personal needs and motivators
   D. The Kaleidoscope – a self portrait

III. Recognizing Others
   A. What to Look For
   B. Connecting with others

IV. Adapting for Success
   A. 'Try on' Styles with Case Studies
   B. Discover your "Blind Spots" – the room for growth
   C. Relationship development
   D. Flow Chart – "How you get there"
   E. Strengths, struggles and strategies