



# How To Be More Flexible With Your Training

Sometimes members of staff can be classed as being “inflexible” or “uncompromising”.

Some do it unintentionally whilst others know exactly what they are doing!



Staff members may feel uncomfortable around them.

So how can you help these people to come across as more accommodating and flexible to other peoples needs?

Here are some tips on how to be more flexible.

## **FLEXIBILITY**

= Willingness to adapt your behaviour towards others

= Understand people’s inner needs

= Way of working better

5 things in order to be flexible

## **SELF-CONFIDENCE**

Believe in yourself and be confident that others can have their way too.  
Accept negative feedback and still be confident in your abilities and work.

Have the confidence to accept another person’s opinion and that you might actually be wrong!

## **TOLERANCE**

You need to be open to opinions that are different to your own.

Learn to tolerate and accept differences

Listen before jumping in. See others point of view

Actively seek out people who are different and build relationships with them

## **EMPATHY**

Feeling what others feel

Put yourself in others shoes

Actual feeling of pain or joy of others

## **POSITIVENESS**

Maintaining positive expectations in others and situations

What is your role and purpose?

Looking for win win

Surround yourself with positive people

## **RESPECT FOR OTHERS**

Do unto others

Meet the other persons needs

You might unintentionally upset people because all you want is the result but you make others feel bad in the process

Treat different people differently

THE KEY TO BEING FLEXIBLE IS....

# **THINK BEFORE YOU ACT!**

## **ACTIONS:**

- Think of times or occasions where you have been labelled “uncompromising”. What could you have done in each of the areas above to get a win win, still get what you wanted but respect others along the way?
- Take each of the 5 areas above and map out what you can do in each area to improve overall. Take a couple of actions and implement them over the next 2 weeks and see how you get on

Don't try to change overnight.

Take 1 or 2 actions and master them before moving onto improving the next set of behaviours.

## 4 HIGH LEVEL PERSONALITY TYPES

- **DOMINANT DIRECTORS**
- **SOCIALISERS**
- **RELATOR**
- **THINKER**

Think about which category you most fall into and also the category that others fall into. Think about what you can do yourself to appreciate the differences between personality types.

You will not agree with every comment but you will fall into one category more than an other.

### **DOMINANT DIRECTORS**

Forceful, direct, leaders, decisive, determined, results focus, want outcomes not stroking egos or feelings, create energy, competitive, makes things happen, doer, task orientated, "let's get on with it", work quickly, like to lead in groups, sometimes steps on toes, they don't get ulcers they give ulcers!

If you are a dominant director...

- Don't always take charge
- Keep silent at times and let others work it out
- Things do not have to be perfect all of the time

### **SOCIALISERS**

Entertainers, expressive, ideas, limited follow through, love people, energy, like to be liked, like to have friends and admirers, acknowledgement, applause, people orientated not task driven, harmony, spirited, optimistic, easily bored.

If you are a socialiser...

- Don't jump to conclusions
- Discipline others when you need to – don't avoid it
- You do not have to be liked all the time
- Organise yourself and your time better

## **RELATOR**

Calm, collected, friendly, personable, seem balanced, easy going, methodical, people orientated, listeners, supportive, team player, belong, family photos on desk, dependable, sometimes are "yes people", don't like to rock the boat, no conflict, self control, patient, routine.

If you are a relator...

- Speak up when you are upset
- Show some spontaneity
- Experience change
- Be more decisive

## **THINKER**

Results orientated, quiet, don't like to ruffle feathers, organises, work alone, detail, picky, critical, likes order, doesn't like contact/touching, low key, fears irrational acts, tight control, irritated by surprises, meticulous, hard working, dependable

If you are a thinker...

- No-one is right all the time!
- Voice feedback in a caring way
- Talk more about your feelings
- Just go for it!

ADJUST YOUR STYLE TO THE STYLE OF OTHERS

UNDERSTAND PEOPLES INNER NEEDS AND DESIRES

Take care and I look forward to helping you soon

Sean

*Sean McPheat*



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- Management & leadership development **programmes** (From 5 days to 2 years)
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