

# The **SHAPE** of you

## How do we treat other people?

The Golden Rule:

**“Do to others as you would have them do to you.” Luke 6:31**

Does this mean everyone is like us? Is that why we sometimes treat others as if they were us?

**“Do nothing out of selfish ambition or vain conceit. Rather, in humility value others above yourselves, not looking to your own interests but each of you to the interests of the others.” Philippians 2:3-4**

God wants (and enables) us to love others for who THEY are. Dr Tony Allesandra calls this the “Platinum Rule”: treat others the way they want and need to be treated.

### **D style** (dominant, outgoing, things-focused)

**Style: direct and guarded, challenge facing**

#### **Strengths**

Principled and clear leadership, sharp mind, persuasion based on facts and arguments. Energy and desire to drive change. Competitive and strong willed. Directive and decisive doers.



#### **Weaknesses**

Can be domineering and overly controlling. Demanding, headstrong, may get angry. Sometimes too serious and confrontational. Can be unwilling to delegate authority.

### **I style** (influencing, outgoing, people-focused)

**Style: direct and open, contact making**

#### **Strengths**

Social, outgoing, friendly and charismatic. Keen to engage, involve and enthuse others. Fun to be with, animated and expressive. Responsive to people’s needs and likely to inspire others to take interest too.



#### **Weaknesses**

Can be impulsive and appear undisciplined. Hard to remain organised and predictable. May irritate differently minded people. Sometimes does not follow through.

### **C style** (compliant, reflective, things-focused)

**Style: indirect and guarded, fact weighing**

#### **Strengths**

Conscientious, careful and often creative. Intelligent and insightful, good study skills. Gathers and analyses facts/evidence well. Can supervise following rules and processes. Committed, faithful and self-sacrificing.



#### **Weaknesses**

Can be judgmental, insensitive, seeming rude. Often perfectionist, sensitive to criticism. Might see problems more than solutions. May be moody, prone to low self-esteem.

### **S style** (steady, reflective, people-focused)

**Style: indirect and open, friend supporting**

#### **Strengths**

Calming and even-tempered peacemaker. Good listener, compassionate, not hurried. Stable, supportive, sincere, good with team. Practical and can cope with lots of pressure, likely to draw on support from a network.



#### **Weaknesses**

Can avoid confrontation, becoming resentful. Often sensitive, hesitant to express opinions. May put off decisions, resist change, not lead. Might be too accommodating, compromising.

## Resolving conflicts

### **D style** (dominant, outgoing, things-focused)

Be **direct** – get to the point, respectfully  
Be open – they value getting things sorted  
Be factual – feelings are not their focus

### **I style** (influencing, outgoing, people-focused)

Be **inclusive** – they are sensitive to rejection  
Be positive – at least to begin with  
Be friendly – feelings and relationships rule

### **C style** (compliant, reflective, things-focused)

Be **cautious** – perfectionists hate criticism  
Be focused – on the problem, not the person  
Be patient – give them time to process facts

### **S style** (steady, reflective, people-focused)

Be **seeking peace** – they most want harmony  
Be constructive – look for common ground  
Be flexible – they make compromises work

## Getting the best from work relationships

### **D style** (dominant, outgoing, things-focused)

Communicate directly and confidently.  
Keep meetings brief and to the point.  
Same with emails!  
Feedback should be direct and actionable.  
Recognise their authority and ambition.  
Accept that they'll be competitive and make quick decisions.

#### **Don't expect them to:**

Keep giving feedback or repeat themselves  
Look after everyone's needs and concerns  
Respond to difficult situations with empathy  
Spend lots of time understanding feelings

### **I style** (influencing, outgoing, people-focused)

Communicate casually and colourfully.  
Meet in person without a rigid agenda.  
Emails should be friendly, casual, personal.  
Feedback should include encouragement.  
Recognise their love of emotional expression.  
Accept that they'll want time for discussions, flexibility and figuring things out on the way.

#### **Don't expect them to:**

Enjoy solving problems by analysing data  
Communicate in writing very much or quickly  
Deal with forms and paperwork efficiently  
Spend lots of time researching alone

### **C style** (compliant, reflective, things-focused)

Communicate objectively with facts, asking questions to check for shared understanding.  
Meet minimally, scheduled in advance.  
Emails should be clear, detailed, factual.  
Feedback should be specific and logical.  
Recognise their appreciation of order.  
Accept that they'll value procedures and rules, working independently and analytically.

#### **Don't expect them to:**

Enjoy regularly interacting with large groups  
Accept emotional arguments over evidence  
Drop focus on a task for spontaneous ideas  
Spend lots of time figuring how others think

### **S style** (steady, reflective, people-focused)

Communicate calmly, considerately, asking questions to understand thoughts/concerns.  
Meet in person with a prepared agenda.  
Emails should be warm, sincere, expressive.  
Feedback should be thoughtful with empathy  
Recognise their love of personal follow up.  
Accept that they'll take time to build trust and loyalty with consistent behaviour.

#### **Don't expect them to:**

Enjoy working to tight deadlines frequently  
Make decisions without group input  
Be competitive or demand attention  
Spend lots of time directing others forcefully