



FIRESTAR

E n t h u s i a s m S h i n e s

How to Get Along with Everyone Who Isn't Me

Presented for



**The Georgia Society
of CPAs**

By Denise Ryan, MBA, CSP



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Communication Challenges

Emotions

Technology

Lack of focus, attention

Assumptions

Impatience

Knowledge gap with non-CPAs

Generation differences

Cultural/language barriers

Communication style differences



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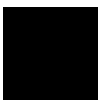
Communication Styles Quiz

This is an informal survey, designed to determine how you usually act in everyday situations.

On the answer sheet, circle A or B in each pair of statements below, whichever best describes you most of the time.

1. A) I'm usually open to getting to know people personally and establishing relationships with them.
B) I'm not usually open to getting to know people personally and establishing relationships with them.
2. A) I usually react slowly and deliberately.
B) I usually react quickly and spontaneously.
3. A) I'm usually guarded about other people's use of my time.
B) I'm usually open to other people's use of my time.
4. A) I usually introduce myself at social gatherings.
B) I usually wait for others to introduce themselves to me at social gatherings.
5. A) I usually focus my conversations on the interests of the people involved, even if that means straying from the business or subject at hand.
B) I usually focus my conversations on the tasks, issues, business, or subject at hand.
6. A) I'm usually not assertive, and I can be patient with a slow pace.
B) I'm usually assertive, and at times I can be impatient with a slow pace.
7. A) I usually make decisions based on facts or evidence.
B) I usually make decisions based on feelings, experiences or relationships.
8. A) I usually contribute frequently to group conversations.
B) I usually contribute infrequently to group conversations.

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9. A) I usually prefer to work with and through others, providing support when possible.
B) I usually prefer to work independently or dictate the conditions in terms of how others are involved.
10. A) I usually ask questions or speak tentatively and indirectly.
B) I usually make emphatic statements or directly expressed opinions.
11. A) I usually focus primarily on ideas, concepts, or results.
B) I usually focus primarily on persons, interactions, and feelings.
12. A) I usually use gestures, facial expression, and voice intonations to emphasize points.
B) I usually do not use gestures, facial expressions, and voice intonations to emphasize points.
13. A) I usually accept others' points of view (ideas, feelings, and concerns).
B) I usually don't accept others' points of view (ideas, feelings, and concerns).
14. A) I usually respond to risk and change in a cautious or predictable manner.
B) I usually respond to risk and change in dynamic or unpredictable manner.
15. A) I usually prefer to keep personal feelings and thoughts private, sharing only when I wish to do so.
B) I usually find it natural and easy to share and discuss my feelings with others.
16. A) I usually seek out new or different experiences and situations.
B) I usually choose known or similar situations and relationships.
17. A) I'm usually responsive to others' agendas, interests, and concerns.
B) I'm usually directed toward my own agendas, interests and concerns.
18. A) I usually respond to conflict slowly and indirectly.
B) I usually respond to conflict quickly and directly.



Please transfer your answers to this page. For example, if you circled A for Question 1, you will circle 1A. If you circled B, you would circle 1B.

ANSWER SHEET

	O	G	D	I
	1A	1B	2B	2A
	3B	3A	4A	4B
	5A	5B	6B	6A
	7B	7A	8A	8B
	9A	9B	10B	10A
	11B	11A	12A	12B
	13A	13B	14B	14A
	15B	15A	16A	16B
	17A	17B	18B	18A
TOTALS	_____	_____	_____	_____

Total the numbers of items circled in each column and write it on the spaces above.

Now, compare the "O" column with the "G" column and circle the letter that has the highest total.

O or G

Then compare the "D" column with the "I" column and circle the letter that has the highest total.

D or I

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Who are you?

If you circled the G and D, you tend toward being a Controller/Director.



Celebrate their action leadership and honesty

- Commander
- Values getting the job done
- Decisive risk taker
- Good at delegating work to others
- Not shy but private about personal matters; comes on strong in conversation
- Likes to be where the action is
- Take charge, enterprising, competitive, efficient approach
- Fearless; no obstacle is too big to tackle
- Results Oriented

If you circled the O and D, you show many qualities of a Promoter/Socializer.



Celebrate their enthusiasm and joy

- Entertainer
- Values enjoyment and helping others with the same
- Full of ideas and impulsive in trying them
- Wants work to be fun for everyone
- Talkative and open about self; asks others' opinions; loves to brainstorm
- Flexible; easily bored with routine
- Intuitive, creative, spontaneous, flamboyant approach
- Optimist; nothing is beyond hope
- Celebration Oriented

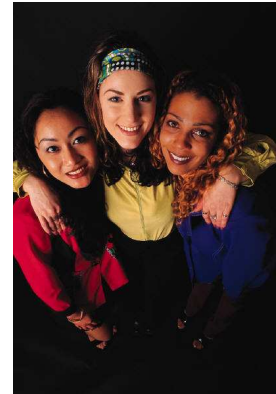
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If you circled the O and I, you're predominantly a Supporter/Relater.

Celebrate their gentleness and mediation qualities

- Harmonizer
- Values acceptance and stability in circumstances
- Slow with big decisions; dislikes change
- Builds networks of friends to help do work
- Good listener; timid about voicing contrary opinions; concerned for others' feelings
- Easy-going; likes slow, steady pace
- Friendly & sensitive; no person is unlovable
- Relationship Oriented



If you circled the G and I, you have lots of Analyzer/Thinker characteristics.

Celebrate their sensitivity and depth

- Assessor
- Values accuracy in details & being right
- Plans thoroughly before deciding to act
- Prefers to work alone
- Introverted; quick to think and slow to speak; closed about personal matters
- Highly organized; even plans spontaneity!
- Cautious, logical, thrifty approach
- Thoughtful; no problem is too big to ponder
- Idea Oriented



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How to Get Along with:

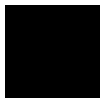
Controller/Directors:

Promoter/Socializers:

Supporter/Relaters:

Analyzer/Thinkers:

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Unfortunately, there's only one of you. And a whole lot of everyone else. Here are some tips:

Try to listen more if you are a Director or a Promoter. Try to talk more if you are a Supporter or a Thinker.

Keep an open mind. You might not always be right. (I know, it's a long shot, but....)

Take responsibility for yourself. (You can't control them—only you.)

Try empathy - they really might be going through something horrible.

Treat others with respect. (The Golden Rule)

Always praise good work – a sincere compliment costs you nothing and goes a long way.

Don't make promises you can't keep – be true to your word.

Apologize when you are wrong or hurt someone – it costs you nothing. (Directors – hear me?)

Give other people a break, they may not be as excited, as sweet, as smart, or as perfect as you. And the day may come when you're not as excited, as sweet, as smart or as perfect as they are.

Give yourself a break – all you can do is be yourself and do your best. You won't get along with everyone, and that's okay.



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