

CHEAT SHEET FOR COMMUNICATING WITH A PHLEGMATIC

Focus - can be unmoved by externals, but can be distracted by internal feelings, especially those of discomfort

Wants to know - Will everything go smoothly? Are people getting along?

Makes decisions based on - relationships; what others think or want

Needs - Harmony, especially in interpersonal relations; structure; respect and appreciation; time for relaxation; peace

During interpersonal conflict - will take blame to avoid conflict; will outwardly acquiesce, but might internally withhold agreement; might avoid conflict altogether because anxiety is so acute

Annoyed by - Interpersonal conflict, noise, chaos, intense or extreme behavior

How to engage them - Encourage them to take charge; gentle reminder (never nag), give positive feedback and words of affirmation to build up their confidence

CHEAT SHEET FOR COMMUNICATING WITH A CHOLERIC

Focus - they are highly focus (read the signs for the best time to talk with them)

Wants to know - the bottom line, the essentials, the action items

Makes decisions based on - logic, expediency, and the goal (willing to bend the rules in favor of a successful outcome)

Needs - Loyalty, control, appreciation, and independence

During interpersonal conflict - tends to blame others or get angry; insists on being right or wants to "fix it" immediately

Annoyed by - Slowness, inefficiency, disloyalty, whiners and complainers

How do engage them - treat with respect and admiration; allow them to take charge in appropriate ways, help them to grow in empathy by showing them how it [empathy] will help them become more successful.

CHEAT SHEET FOR COMMUNICATING WITH A SANGUINE

Focus - easily distracted, especially by externals

Wants to know - Who will be there? Will it be fun? Are you going with me? Are you happy? These questions will be the basis for how a sanguine makes their decisions.

Needs - Attention, fun activities together (this might be their love language!), flexibility, positive interactions

During interpersonal conflict - wants to look on the bright side, avoid negativity, common response "everything is fine"

Annoyed by - lack of attention, negativity, problems and lack of fun/love in life

How to engage them - take a positive approach, do things together, express your love and affection for them, help them to set priorities and not over-book;

CHEAT SHEET FOR COMMUNICATING WITH A MELANCHOLIC

Focus - Intense, inward, focused on detail; marked by persistence

Wants to know - more details and specifics, what are the rules

Makes decisions based on - principles, how things "ought" to be, the ideal

Needs - Support, to be heard/understood, order and quiet

During interpersonal conflict - Tends to let problems build up and then will overstate or become awkwardly vehement and overly dramatic

Annoyed by - lack of principles, being rushed into decisions, lack of attention to detail and superficiality

How to engage them - respect their rules, their quiet, their order, and their space; give them time to make a decision, ask what is on their mind, support them in initiating.

-DO'S & DON'TS with TEMPERAMENTS-

Phlegmatic

- Engage them often, encourage their social and leadership skills
- Praise them frequently for their cooperation, good attitude and achievements
- Don't ridicule, nag or criticize harshly
- Help them build confidence and a sense of competence
- Watch out for discouragement
- Motivate them; don't take over for them

Choleric

- Hard-wired to debate, quick temper. Help them fight the right fight
- Strong-willed, so do not try to break their will...guide their will to accomplish the good
- Needs to have their accomplishments acknowledged
- Needs rational arguments and reasons
- Needs to have a sense of control

Sanguine

- Set clear expectations, rules, limits ahead of time
- Show appreciation for their friendliness, enthusiasm, and initiative
- Reward difficult tasks with something fun
- Show interest in friends, but encourage them to choose their friends wisely
- Monitor projects/tasks closely
- Provide structure/order but don't take away their fun

Melancholic

- Avoid harsh discipline; may increase anxiety
- Be firm, but gentle
- First connect with empathy, and then ask for change
- Praise them for being positive, helpful, and cooperative
- Use rewards/words of affirmation to direct the melancholic positively