

## UNDERSTANDING DIFFERENCES



### • STUDY GUIDE •

Relate, Respond, and Reinforce your relationships at work by understanding how differences play a role

# WELCOME TO THE WELLNESS BLOCK TRAINING

WHAT YOU CAN EXPECT FROM TODAY'S SESSION ON DIFFERENCES:

We won't solve all of your work place relationship issues, but we will give you some helpful tools to use and resources to explore.

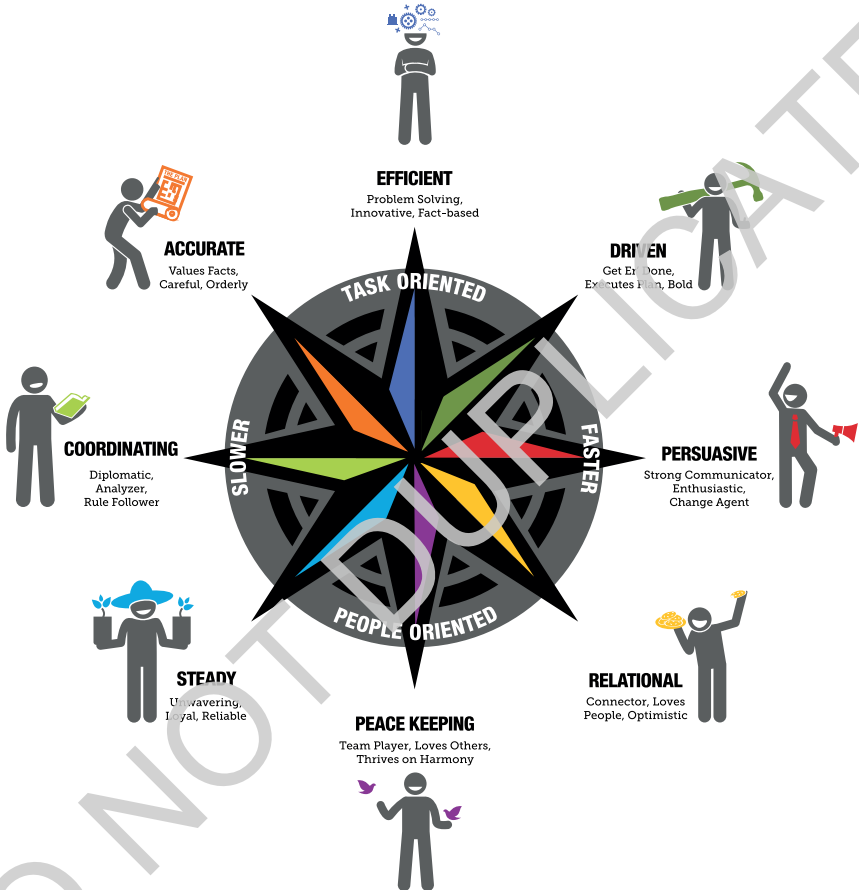
You will walk away with a better understanding of how differences, can generate better work place relationships TODAY.

You will not be asked to speak about something you do not wish to talk about publicly.





# OXYGEN COMPASS



By reviewing our OXYGEN Profile Assessment report, we can see how our unique personality traits, strengths, and overall tendencies can impact the relationships we steward. This report captures how each profile, or personality type, can show up at their best! However, there are times when we are not at our best, such as times of stress on the job or conflict at home. Each profile has a unique way of handling the tougher issues of life: stress, grief, loss, trauma, and conflict.

# BREAKOUT EXERCISE: MAPPING OUT YOUR OXYGEN PROFILE

## UNDERSTANDING YOUR PERSONALITY, WHAT MOTIVATES YOU, AND ITS IMPACT ON YOUR RELATIONSHIP

The OXYGEN Profile is designed to help you interact with your co-workers and ask important questions about who you are in the context of your relationship.

Please turn to the “Personality Insights” section of your report.

Choose three statements in particular that strongly fit you. When you read them, you say, “That’s me!”

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

List three statements about yourself that you think others most appreciate about you.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

Write down two specific examples of when you “lived out” these statements in your work environment.

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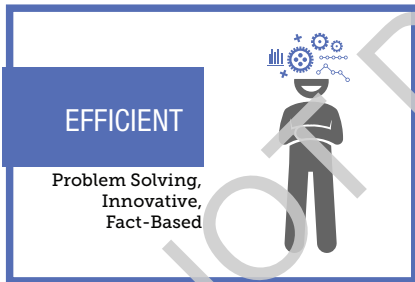
# UNDERSTANDING HOW TO RELATE, RESPOND, AND REINFORCE THOSE IN YOUR DEPARTMENT

## THE THREE Rs: RESPOND, RELATE, REINFORCE

To better understand your co-workers, the next step to mapping your OXYGEN Profile is to identify the "Three Rs" of your co-workers. By understanding how to respond to, relate, and reinforce who they are, you will have the ultimate action plan for improving the way you communicate.

The Three Rs include:

1. How to **RESPOND** to \_\_\_\_\_
2. How to **RELATE** to \_\_\_\_\_
3. How to **REINFORCE** \_\_\_\_\_



### How to Respond to Efficient People

- Make sure your response is measured and logical
- Be as succinct and efficient as possible
- Speak to the situation or need using fact-based information

### How to Relate to Efficient People

- Use facts and data when seeking to solve a problem; this is what they respect
- Help them research areas of interest
- Appreciate their need to go slowly and to understand the full picture
- Dream with them and help them look for "new" solutions

### How to Reinforce to Efficient People

- Encourage their drive to create and think outside the box
- Value innovation and time management and their strong need for both of these things
- Work alongside them in anything home or family-related and lean into their unique ability to create methods that make sense and will be positive for your family/relationship

# UNDERSTANDING HOW TO RELATE, RESPOND, AND REINFORCE THOSE IN YOUR DEPARTMENT

## DRIVEN

**Get Er' Done,  
Executes Plan, Bold**



### How to Respond to Driven People

- Be firm and direct
- Focus on actions and goals
- Confront with care to get their attention

### How to Relate to Driven People

- Be brief and to the point
- Explain "how to achieve goals"
- Allow them time to consider your ideas

### How to Reinforce Driven People

- Offer appreciation – this is their greatest need
- Give bottom-line instructions
- Give them space to lead

### How to Respond to Persuasive People

- Show genuine interest in what they are sharing
- Ask questions often
- Engage with their ideas and be a part of trying the things they value

### How to Relate to Persuasive People

- Show openness and smile
- Be enthusiastic about the things that matter to them
- Make sure you are tuned in when they are engaged with you; they will notice

### How to Reinforce Persuasive People

- Show a strong appreciation for their ability to connect
- verbalize your approval of them often
- Know that they like to move fast and have a lot of people interaction; join them in environments where they can have influence and make a difference

## PERSUASIVE

**Strong Communicator,  
Enthusiastic,  
Change Agent**



# UNDERSTANDING HOW TO RELATE, RESPOND, AND REINFORCE THOSE IN YOUR DEPARTMENT

## How to Respond to Relational People

- Be friendly and positive
- Allow for informal dialogue
- Allow time for stimulating and fun activities

## How to Relate to Relational People

- Allow time for them to verbalize their feelings
- Transfer talk to an action plan
- Make the action plan fun and engaging

## How to Reinforce Relational People

- Offer positive encouragement and incentives for taking on tasks
- Help them organize the action plan
- Offer recognition and appreciation for their contributions

### RELATIONAL

Connector,  
Loves People,  
Optimistic



### PEACE KEEPING

Team Player,  
Loves Others,  
Thrives on Harmony



## How to Respond to Peace Keeping People

- Give them a purpose in serving others
- Tell them often how much you appreciate their love and support; they will appreciate you doing small things for them

## How to Relate to Peace Keeping People

- Remind them often of the value they bring to you and your family; what you think matters greatly to them
- Talk things through quickly and do not let issues become stagnant; they are extremely loyal but can hold grudges if they feel they are not respected or heard

## How to Reinforce Peace Keeping People

- Help them "keep the peace" in any way possible; when dealing with an issue, focus on it being external and try to not make it personal (use "I" statements)
- Create opportunities for them to connect with people they love
- Show appreciation for their systems and point out how much you appreciate them regularly

# UNDERSTANDING HOW TO RELATE, RESPOND, AND REINFORCE THOSE IN YOUR DEPARTMENT

## How to Respond to Steady People

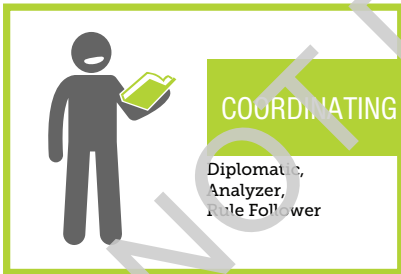
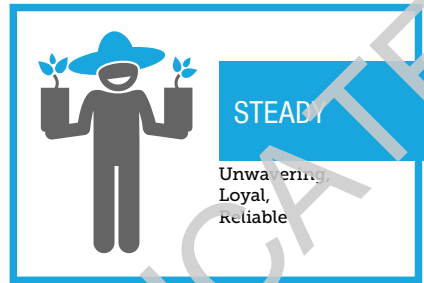
- Be non-threatening and patient
- Allow time to process and adjust to change
- Help keep their environment as peaceful as possible

## How to Relate to Steady People

- Use friendly tones when instructing
- Give personal, nonverbal acceptance and assurances
- Allow time to process information

## How to Reinforce Steady People

- Repeat any instructions
- Provide hands-on reinforcement
- Be patient in allowing time to take ownership



## How to Respond to Coordinating People

- Realize they have a gift for multi-tasking and lean in to their gift of focusing on tasks that bring about high standards of execution
- Be gentle and give fair warning in any areas that require strong emotion or discussion; they are used to following protocol and do not like surprises
- Cooperate with them as a team

## How to Relate to Coordinating People

- Provide facts and data for any decisions in which you would like them to participate
- Give them time to process
- They have high standards (they picked you, didn't they?); respect that and do not ask them to compromise their firmly held beliefs without laying out strong reasons for change

## How to Reinforce Coordinating People

- Ask them to organize trips, plans, dinner parties—they will make sure no detail is missed and they will feel loved
- Affirm them often, as they can be sensitive; they strongly value their beliefs and the opinions of those they love
- Recognize their need to accomplish tasks and team up with them on their "to do" lists



# UNDERSTANDING HOW TO RELATE, RESPOND, AND REINFORCE THOSE IN YOUR DEPARTMENT

## How to Respond to Accurate People

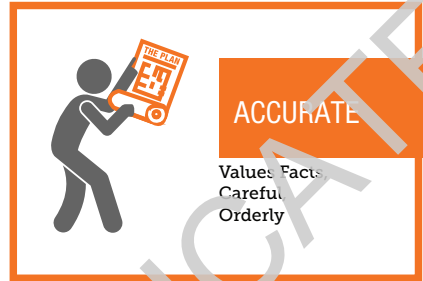
- Be specific and accurate
- Make allowance for their initial response to be cautious and/or negative
- Allow freedom to ask questions

## How to Relate to Accurate People

- Answer questions in a patient and persistent manner
- Mix accurate information with assurances
- Allow time to validate information

## How to Reinforce Accurate People

- Provide a step-by-step approach to a goal
- Provide reassurance of support
- Give permission to validate data with third parties



# KEYS TO MOTIVATING

With all that you have already discovered about each other's personality profile in mind, turn to the KEYS TO MOTIVATING section of your report and follow the instruction below. After reading this section, list three motivations that resonate the most with you:

1. \_\_\_\_\_  
\_\_\_\_\_
2. \_\_\_\_\_  
\_\_\_\_\_
3. \_\_\_\_\_  
\_\_\_\_\_

Which of these three motivations shows up the most or has the greatest influence within your department? Be honest and open as you think this through. List your top motivation below:

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## STRONGER FAMILIES ONLINE

Stronger Families exists to provide Service Members and First Responders with helpful relationship tools for use at home and on mission. To find out more, [go to \*\*www.strongerfamilies.com\*\*](http://www.strongerfamilies.com)

## JOIN US ON SOCIAL

Find additional resources, stories and ideas on the Stronger Families Facebook or Instagram channels. Scan the QR code or go to [www.strongerfamilies.com/social](http://www.strongerfamilies.com/social) to find the latest!



## ATTEND OUR FIRST RESPONDER OXYGEN RETREAT

If you're seeking to improve and strengthen your relationship, this retreat is for you and your significant other. This retreat covers common relationship challenges, such as:



- Personality Differences
- Communication
- Conflict Resolution
- Intimacy
- Forgiveness