



Who ARE These People??

A 60-minute Webinar



POPULAR SANGUINE:

STRENGTHS

Loves fun

Charming

People person

Likes flexibility

Positive

Sense of humor

WEAKNESSES

How might the "Popular Sanguine" patron be perceived by employees? _____

How might the "Popular Sanguine" employee be perceived by patrons? _____

POWERFUL CHOLERIC:

STRENGTHS

Born leader

Sees the big picture

Delegates

Loves a challenge

Likes change

Unemotional

WEAKNESSES

How might the "Powerful Choleric" patron be perceived by employees? _____

How might the "Powerful Choleric" employee be perceived by patrons? _____

PERFECT MELANCHOLY:

STRENGTHS

WEAKNESSES

Genius prone

Analytical

Self-sacrificing

Sensitive

Meticulous

Schedule-oriented

How might the "Perfect Melancholy" patron be perceived by employees? _____

How might the "Perfect Melancholy" employee be perceived by patrons? _____

PEACEFUL PHLEGMATIC

STRENGTHS

WEAKNESSES

Easygoing

Finds the easy way

Consistent

Able to hide emotion

Witty

Peaceful & agreeable

How might the "Peaceful Phlegmatic" patron be perceived by employees? _____

How might the "Peaceful Phlegmatic" employee be perceived by patrons? _____

HOW CAN I COMMUNICATE WITH THESE PEOPLE??

1) The Popular Sanguine...

- a. Be _____.
- b. If they need details, put them in _____.
- c. Draw them out with _____ questions.

2) The Powerful Choleric...

- a. Be _____ and _____.
- b. Don't be too _____ / _____.
- c. Know your _____.

3) The Perfect Melancholy...

- a. Be _____.
- b. Stay focused on _____.
- c. Use _____ and _____ information.

4) The Peaceful Phlegmatic...

- a. Be _____.
- b. Approach through the _____ to them.
- c. Get their _____.

What impact might my style have on how I interact with patrons?

The good: _____

The bad: _____

The ugly! _____

Which style do I struggle with in others? _____

Why? _____

What might I want to consider doing differently?

