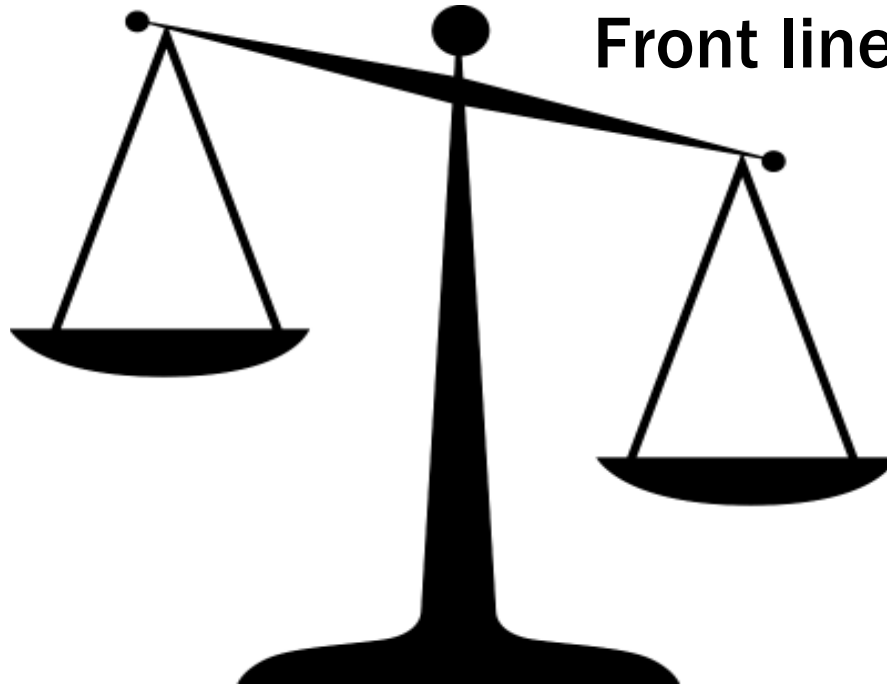


Working with Different, Diverse and Difficult Personalities

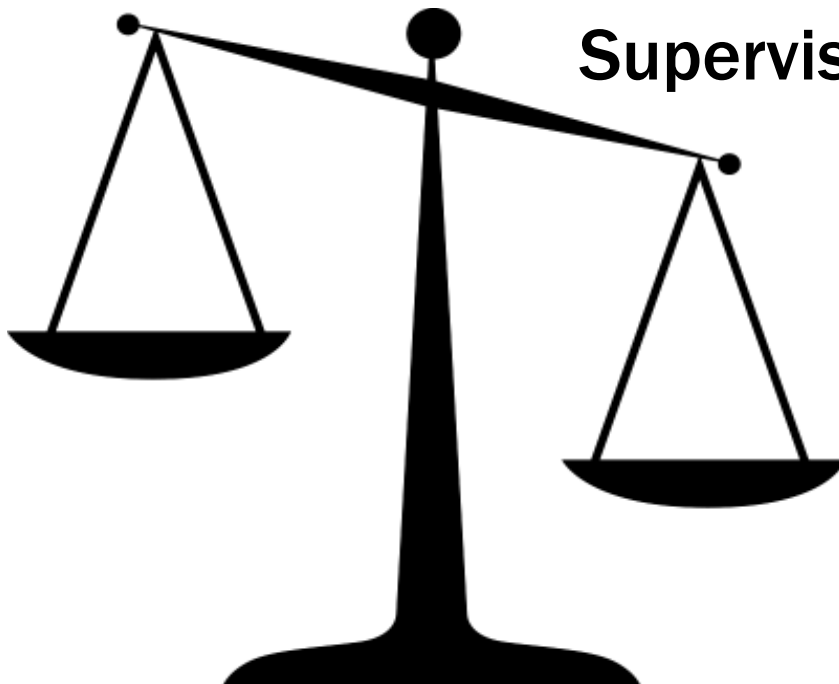
Presented by
Guy Burns



HARVARD – STANFORD CARNEGIE INSTITUTE



Front line workers



Supervisors & Managers



4 Basic Personality Types

Extrovert _____

Introvert _____

Thinking _____

Feeling _____

All decisions are: _____



**Task/
Thinking**

**Aggressive/
Extrovert**

**People/
Feeling**

**Passive/
Introvert**

