

I Know Why They Make You Crazy!

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MAKE YOU CRAZY!

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WHAT'S HAPPENING TO PEOPLE TODAY?

According to an Oct. 2021 article in *Psychology Today* by Kristen Lee, Ed.D., LICSW entitled [Why Are There So Many Adult Temper Tantrums?](#), we are living in time of exceptional, constant change. "Sudden change is jarring. Constant change can trigger angry, anxious responses."

1. Anger is rooted in Anxiety and Fear

2. Many people haven't learned to cope with these emotions

3. Long Term Trauma (Pandemic)
Easy arousal, agitation, and depersonalization=short fuse

4. Frustration=Personal Disregulation
(poor sleep, nutrition, exercise, excess screen time, & social habits)

5. Polarization perpetuated by politics and news is toxic

6. Social structures create friction
(think elitism, entitlement, customer-is-always-right)



CONNECTIONS

Personality & Style

- Yours - Self Awareness
- Theirs - Recognize differences to adapt
- Resistance - Understanding roadblocks

THE POWER OF PERCEPTION

WHAT
DO
YOU
SEE?

1/18/2022

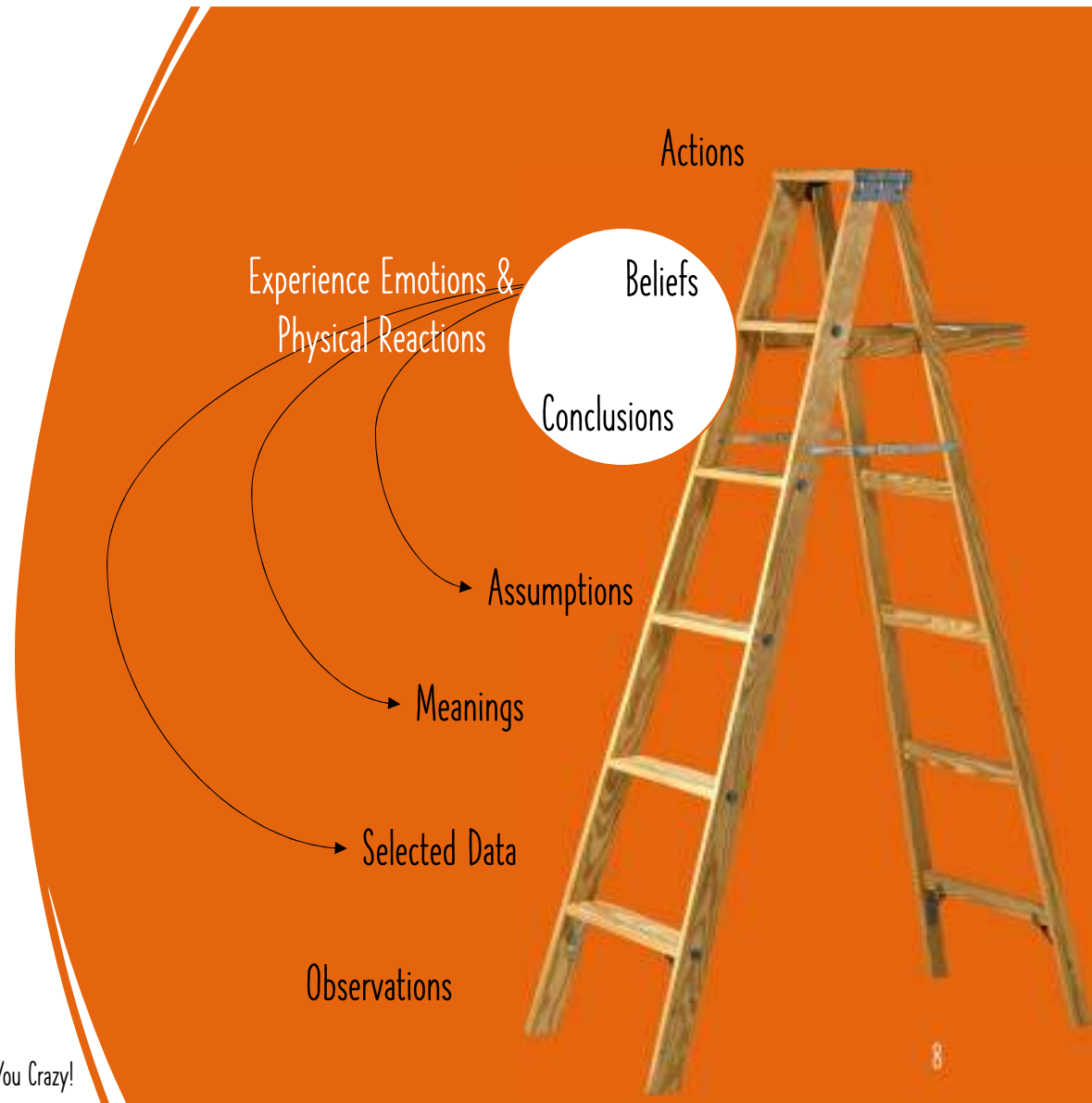


6

THE MIND INTERPRETS PATTERNS BASED ON PAST EXPERIENCE OR ON PATTERNS IT ALREADY KNOWS

News Flash: Cambridge University Research
According to a research at Cambridge
University, it doesn't matter in what order the
letters in a word are, the only important thing
is that the first and last letter be at the right
place. The rest can be a total mess and you
can still read it without problem. This is
because the human mind does not read every
letter by itself but the word as a whole.

LADDER OF INFERENCE



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PSYCHOLOGICAL PREFERENCES

SELF AWARENESS - UNDERSTAND YOUR STYLE TO ADAPT AND BUILD CONNECTIONS WITH OTHERS

Lots of psychometric personality tools available for measurement!



16 Personalities.com
Quick Poll: Did you take the
personality test?



Discovery Insights



mbti
The Myers-Briggs
Company

disc
profile

DiSC by Wiley

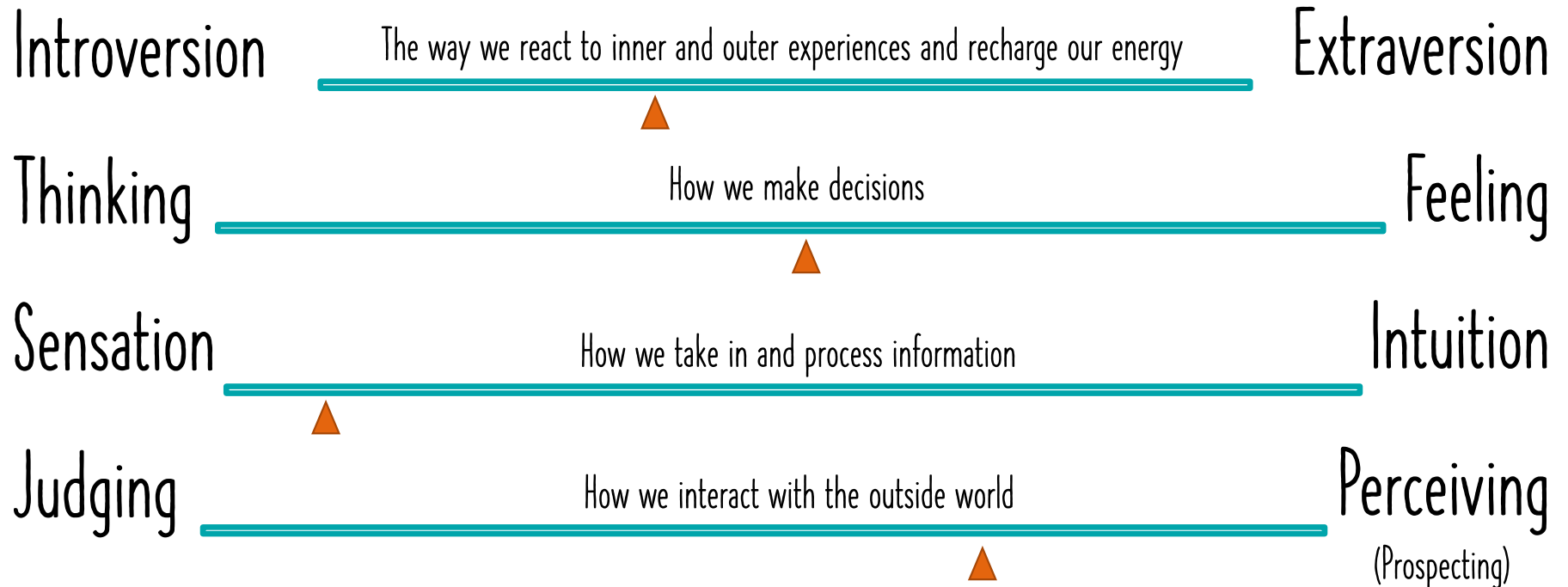
Check with your employer to see what kinds of assessments might be available to you

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JUNG'S PSYCHOLOGICAL PREFERENCES

"You are what you'll do, not what you say you'll do."



INTROVERSION

The way we react to inner and outer experiences and recharge our energy

EXTRAVERSION

Quiet
Observant
Inward focus
Depth
Intimate
Reserved
Reflective
Thoughtful
Cautious

Poll question: Which do you identify with?

Chat questions:

Introverts: What would you like Extraverts to understand about you?

Extraverts: What would you like Introverts to understand about you?

Energetic
Involved
Outward focus
Breadth
Quick
Action oriented
Outspoken
Bold
Expressive

THINKING

How we make decisions

FEELING

Formal
Analytical
Objective
Logical
Accurate
Competitive
Efficient
Task
Systems

Poll question: Are you more Task or People Oriented when you make decisions?

Chat questions:

Thinkers: What are the benefits to your style of decision-making?

Feelers: What are the benefits to your style of decision-making?

Informal
Considerate
Personal
Subjective
Caring
Accommodating
Harmonious
Relationships
Morale

WHAT
DO
YOU
SEE?



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SENSATION

How we take in and process (or perceive) information

INTUITION

Practical
Factual
Present-Oriented
Realistic
Persistent
Down-to-Earth
Specific
Precise
Step by Step

Poll question: Are you a Sensor or Intuitive?

Chat questions:

Sensors: What might be challenging for you in working with someone who is intuitive?

Intuitives: What might be challenging for you in working with someone who is sensing?

Conceptual
Indirect
Imaginative
Abstract
Possibilities
Big Picture
Catalytic
Generalities
Future-Oriented



Organized
Proactive
Structured
Systematic
Decisive
Controlled
Planning
Certainty
Disciplined

Poll question: How do you like to work? Are you more ordered (judging) or freeform (perceiving)?

Chat questions:

Judgers: What's your first thought when planning a project?

Perceivers: What's your first thought when planning a project?

Freeform
Spontaneous
Adaptive
Curious
Go-with-the-flow
Variety
Options
Open
Flexible

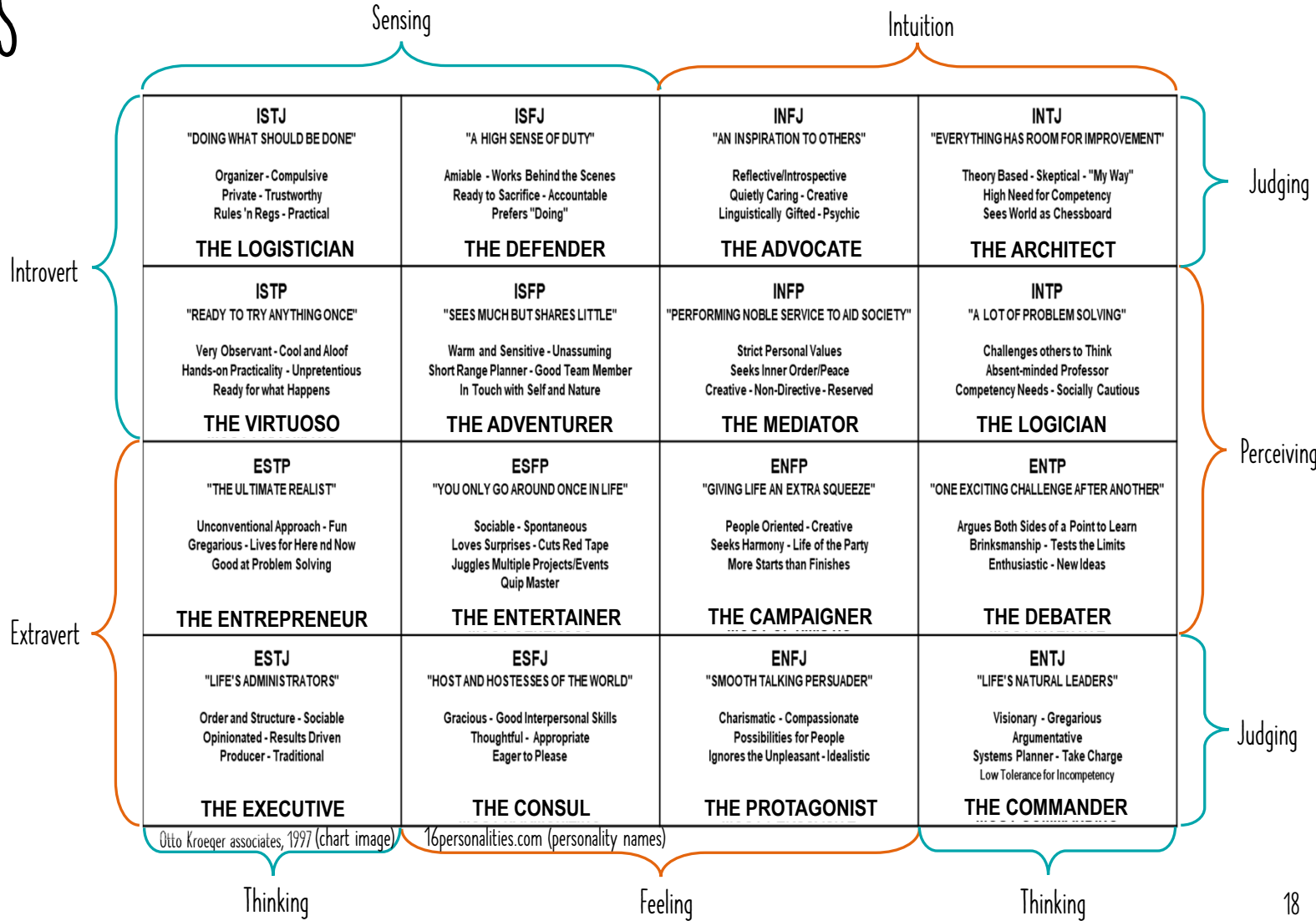
THE OTHER PEOPLE

AND WHY THEY MAKE YOU CRAZY

16 PERSONALITIES

Tension lies with our opposite and adjacent types...

...and that is also our greatest opportunity for powerful collaboration!



YOUR PROJECT PLAN

Key
E - Extravert N - Intuitive F - Feeling J - Judging
I - Introvert S - Sensing T - Thinking P - Perceiving/
Prospecting

1



2



3



4

Amy (ENTP), the PM, wants to jump right in!

Jeff (ISTJ) says "we need to gather more information first"

Srini (INFJ) says "we need to consult some key people first"

Mustafa, (ISTJ) has carefully constructed the plan and the timeline of activities.

Bill (ESTJ) says "We have to go faster."

Diana (ENFP) wants to know "How flexible is the schedule if we have new ideas"

Elango presents the status of the plan.

The Extraverted Thinkers in the room give immediate direction on the next actions.

Everyone else is quiet but the body language does not say "I'm ok."

Kiki (ESFJ) was following up with Jun, who is late on his deliverable.

Jun (INTP) says, "I'll let you know when it's ready."

Kiki says, "Umm... okay..."

TENSION & POWER BETWEEN TYPES

Opposites

When our personalities are opposites, we see the world through different lenses.

Often, this means it is hard to see eye to eye.

BUT when collaborating, opposite types have all the personality styles at their disposal. They have the power to come up with highly creative solutions through acceptance of each other's diverse styles.

Similarities

When our personality types are similar, we may be attracted to work with this kind of person due to easy lines of communication, or this can cause conflict if we have too many competing traits and behaviours.

A team with too many similar personalities and not enough diversity can become competitive, subject to groupthink, or lack innovation.

RESISTANCE STYLES

WHAT IS RESISTANCE?

resistance

n.

1. generally, any action in opposition to, defying, or withstanding something or someone.
2. in psychotherapy and analysis, obstruction, through the client's words or behavior, of the therapist's or analyst's methods of eliciting or interpreting psychic material brought forth in therapy. [...]

American Psychological Association (2020). *Resistance*. APA Dictionary of Psychology. [resistance – APA Dictionary of Psychology](#)

Active
or
Passive

Visible
or
Invisible

Intentional
or
Unintentional

Verbal
or
Physical

TYPES OF RESISTANCE

Resistance Type	What is it?	Example: What you might see or hear...
Deflection	A way of shifting attention away from an uncomfortable problem or subject.	Jorge cracks a joke after hearing in a group meeting that their project timeline is running off-track and over budget.
Projection	A person disowns their role in a situation and assigns blame to others, often attributing behaviors they themselves display onto the other party.	Evan complains loudly to Swati about Olivia's disrespect of timelines on the project. Swati has observed that Evan has repeatedly been guilty of the same thing and is just as responsible for the success of the project.
Desensitization	Numbing oneself toward events or issues that generate strong feelings in others, leading to a reaction that others might not expect.	After another personal attack, Toby gives Michael a bored look, then brings the conversation back to the original issue.
Retroreflection	The person takes all the blame for an issue, mentally beating themselves up for what happened, and may tell others they are not at fault (even when they are)	Nicole, the project manager, declares in a group forum how sorry she is that the project didn't come in on time and takes personal ownership of the failure, even though several people in the room did not deliver on their commitments.
Confluence	A person works to preserve the harmony without necessarily solving the conflict.	Tired of the heated debate between his employees, Nigel, the manager, says "let's agree to disagree."
Introjection	A person takes in information without question and just "goes with the flow."	Gina sends Lenny a detailed email asking for his opinion on the direction of a project. He skims the email, taking in only the headlines and in 30 seconds replies, "Sounds good!"

WHAT CAN YOU DO?



Take a walk in
their shoes!

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Listen!
Really Listen!



Ask Open-Ended
Questions



Check your
Understanding



Come back to
the Topic



Agree on the
Way Forward

KEY TAKEAWAYS

- Tensions are higher than normal in our current world; resistance is HUMAN!
- Empathy and connection in our interactions is more important than ever
- Employ strategies of understanding, listening, connecting, then ask for agreement and accountability!



THANK YOU



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