



FRITZ PARTNERS LLC

# **ORGANIZATIONAL COMMUNICATION**

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# GOALS TODAY

Improve communication by

- recognizing and understanding a person's personality type
- “ appreciating the differences in others
- “ maximizing relationships through the use of a common vocabulary
- “ understanding how communication (listening) affects an employee's thinking, feeling, willing levels

Learn how to

- build more effective teams and reduce conflict potential
- understand the concepts of push/pull communication
- identify the 10 components of a high functioning work team



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# AGENDA

INTRODUCTION OF TRUE COLORS

IDENTIFYING YOUR PERSONALITY TYPE

UNDERSTANDING OTHER TYPES

THINKING, FEELING, WILLING

PUSH/PULL COMMUNICATION

PERCEPTION/ATTITUDES/BEHAVIORS

YOUR TEAM TEMPERMENT



# TRUE COLORS

- HISTORY
- TEST
- 4 PERSONALITY TYPES
  - ORANGE
  - GOLD
  - BLUE
  - GREEN
- ATTRIBUTES AND STRESS FACTORS FOR EACH TYPE



# Thinking, Feeling, Willing

## Thinking Level:

- People reason, form and compare ideas and images, process facts, receive, digest and communicate information. Purely intellectual

## Feeling Level:

- People react to people and events, they experience moods and emotions, such as happiness, sadness.

## Willing Level:

- People are motivated, committed, work towards aims and intentions



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## **PUSH STYLE COMMUNICATION**

**(LITTLE OR NO LISTENING)**

Thinking level:

- You are seen as aggressive, authoritarian, more interested in yourself

Feeling Level:

- People feel uncomfortable and resist ideas, not always to your face, but perhaps behind your back

Willing Level:

- Motivation is usually very low and people resent change. When things are done, they are done your way but with high risk of conflict



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# **PULL STYLE COMMUNICATION**

**(active listening)**

## Thinking level:

- This creates positive perceptions in their minds about you. You are democratic and concerned about their ideas and opinions

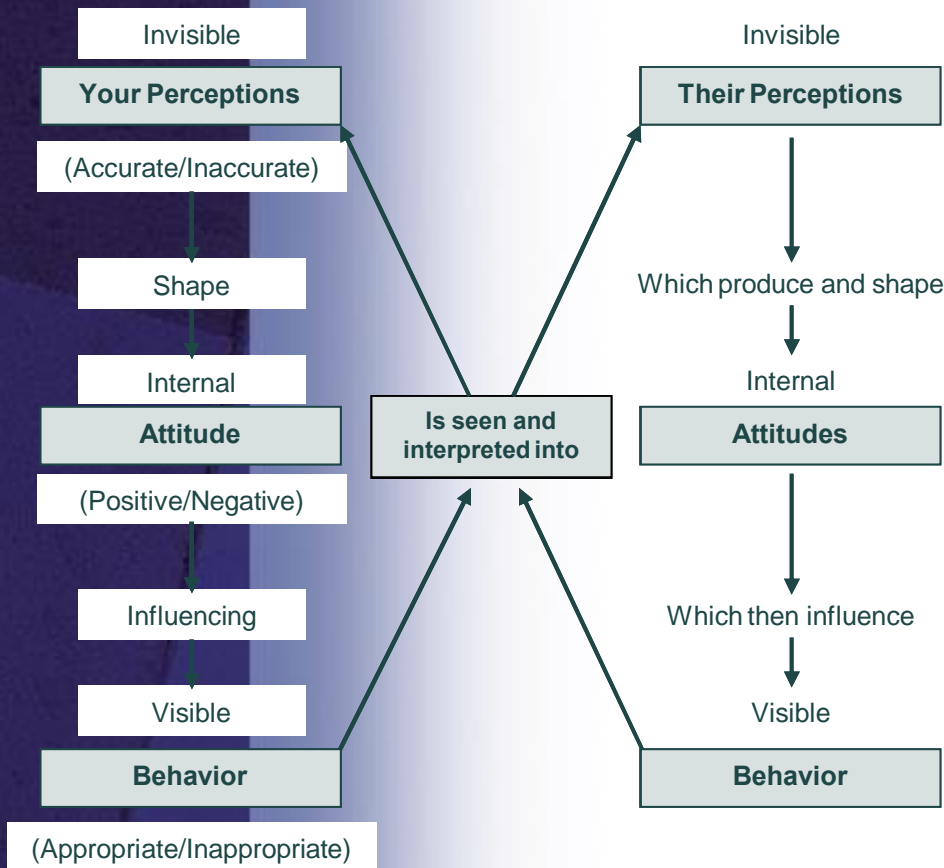
## Feeling Level:

- People feel better towards you. They like you because you show interest in them. They become involved and committed.

## Willing Level:

- Things are achieved jointly, our way, win/win with a low risk of conflict and a high level of motivation.

# Perceptions, Attitudes & Behavior



## Listen!







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# **TEAM TEMPERMENTS**

**looking for signs of conflict**

GOALS

PARTICIPATION

MUTUAL SUPPORT

FLEXIBILITY

COMMUNICATION/INFORMATION

LIVLINESS

TRUST

LEADERSHIP

CREATIVITY

DECISION



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**QUESTIONS ???**