

Playing to Win: Designing Learning Games that Work

Business Perspectives on Managing World-Class Training

# Training Industry

Q U A R T E R L Y

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## THERE ARE THREE KEY ACTIONS REQUIRED FOR SUCCESS WITH PEOPLE.

# THE WINNING FORMULA FOR PERSONAL SUCCESS

This is the final installment in this three-part series (see Spring and Summer 2009 issues of *Training Industry Quarterly*) about understanding and capitalizing on work styles as key elements in building a winning organization. In this installment, the focus is on practical “how-to actions” for significantly increasing our batting averages with others.

To demystify what’s required there are three key actions required for success with people: 1) Understanding ourselves and others; 2) A positive attitude toward working successfully with the variety of people; and 3) Adapting when required to be more successful with the range of different people and situations.

Three of the four primary (“DISC”) work styles have a .250 batting average—certainly just marginally acceptable performance for working successfully with different types of people for task performance. By contrast, all four work styles have much better chemistry socially with those two work styles most like themselves. However, since winning organizations must be productive and aren’t country clubs, each work style has opportunities for significantly improving this aspect of their performance.

You still might be wondering “But why do I have to do this?” The answer, quite simply, is because all four types of work styles will always exist! Additionally, the most difficult people for us to work with may also be the most capable or most committed and thus critical for the success of our organization.

But how can we raise our batting average with the different types of work styles? A crucial key to our success with others is becoming more adaptable:

- If you are a **Dominant Director**, adapt by better managing your natural over-emphasis on controlling people and situations and through more supportive practices like open-minded listening.
- If you are an **Interacting Socializer**, adapt by better managing your over-emphasis on approval from others and by more directive practices like focused follow-through.
- If you are a **Steady Relater**, adapt by better managing your natural dislike of change and with more directive practices like being expressive and assertive about your thoughts and views (not aggressive).
- If you are a **Cautious Thinker**, adapt by better managing your natural tendency toward unneeded perfectionism and finding fault and through more supportive practices like appreciative praise.

Winning performers have made these types of personal changes again and again, and it is doable for you, too. The only question is whether you too will NOW do it!

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