

Why Are They Like That?
Relating to Difficult People
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What's Your Winnie-the-Pooh Personality?

1. Christopher Robin suggests hosting a party. Your first thought is:

- a. Yippee! A party!
- b. I know exactly what kind of party we should have.
- c. There's an awful lot of work that goes into a party.
- d. Can't we just sit around and talk or watch TV?

2. One adjective your friends would say describes you:

- a. Fun
- b. Powerful
- c. Reliable
- d. Kind

3. Christopher Robin plans an expedition to the Canada. You say:

- a. "Oooh, I can buy those pretty red boots I've wanted!"
- b. "Everyone must have a hooded parka and thick gloves."
- c. "I'll research the best routes and print out maps."
- d. "Why?"

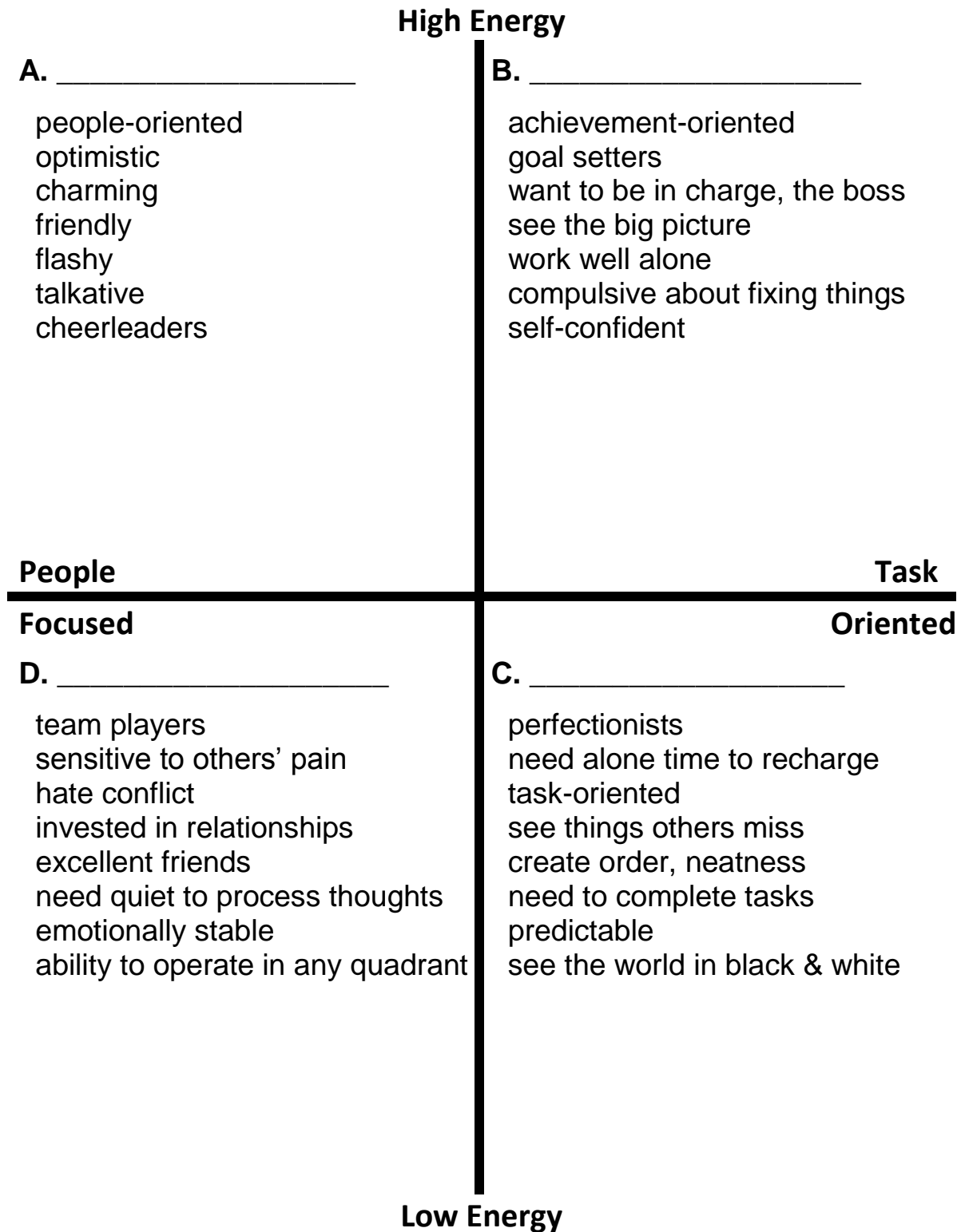
4. An adjective your workplace nemesis might use to describe you:

- a. Scatterbrained
- b. Bossy
- c. Depressive
- d. Lazy

5. There's honey in the tree! What would you do to get it?

- a. Ask a friend to help me and then share it.
- b. Get a ladder to climb up and get it (or order someone else to).
- c. Diagram its exact location and figure out the smartest way to approach it without getting stung.
- d. Nothing, and hope someone else gets it and is nice enough to bring me some.

Winnie-the-Pooh Personalities



Working Together Effectively:

Tips for Tiggers dealing with:

- *Other Tiggers:* don't get so caught up in fun you forget the actual point (unless fun is the point); remember the goal of the conversation and work
- *Rabbits:* limit small talk; keep your mind on the issue at hand and get to the point
- *Eeyores:* be on time and be organized, don't leave a mess in your wake, especially in their space
- *Winnie-the-Poohs:* don't expect excitement or enthusiasm and don't try to influence them with yours; give them time to process ideas and make decisions later

Tips for Rabbits dealing with:

- *Other Rabbits:* allow them to lead on their projects or ideas or area of responsibility
- *Tiggers:* include social chitchat; lead with praise; be sure they express a firm commitment to a task; make instructions clear and urgent, then follow up
- *Eeyores:* appreciate and utilize their organizational skills, then live with the results (don't make "minor" adjustments); have facts and figures down and have thought through the process required
- *Winnie-the-Poohs:* keep meet-ups short; ask questions to recognize what they're thinking; don't express frustration at lack of quick decision; give time to process ideas and make decisions later

Tips for Poohs dealing with:

- *Other Poohs:* set time limits for decisions, set tangible goals, or your calmness won't provide sense of urgency to motivate either of you
- *Tiggers:* show enthusiasm (most people make emotional decisions, then justify it) so you don't appear bored; master "no" so Tigger doesn't push all the drudge work on you
- *Rabbits:* add fire to your requests/ concerns or they may think it's not that important; don't let them treat you as a pushover, taking your ideas & running with them; negotiate boundaries & roles
- *Eeyores:* project confidence so they don't think your low-key approach means you aren't sure about your facts; be willing to ask for a decision, a commitment

Tips for Eeyores dealing with:

- *Other Eeyores:* give details, but don't get so caught up in planning & "what ifs" that you never get around to starting; develop any organizational processes together, so they buy into the system
- *Tiggers:* resist the urge to give all the details; include social chitchat; don't make tracking things so difficult Tigger skips it; provide follow-up
- *Rabbits:* start with the bottom line & give details only if asked; recognize they may run with it or over you, so push back & keep control of your plan
- *Winnie-the-Poohs:* keep things short with few details; ask questions about what they're thinking; don't make keeping track so time-consuming that they simply don't do it

What Each Personality Needs

Tiggers:

- Personal interaction concerning family, friends
- Praise for their people skills, accomplishments
- Opportunity to think out loud (speaking is how they process things)
- Fewer details/systems, but clear (written) goals and commitments
- Opportunities for creative expression, planning fun
- Variety in their job or chores
- Opportunities to be around people
- Physical touch
- Help to avoid over-commitment
- Follow-up to ensure follow-through
- Fun rewards

Winnie-the-Poohs:

- Personal interaction concerning family and recreational activities
- Time to think before making decisions or commitments
- Someone else to set up meetings and agendas
- Clear goals set by those in charge
- Respect for their opinions
- Plenty of notice about changes of any sort
- Quiet relaxing time, even among people
- Respect for their choice not to participate
- Opportunities to be the peacemaker when others are in a disagreement, stalemate
- Rewards for hard work

Rabbits:

- A focus on the bottom line—what's the point?
- Short, organized meetings
- Clear far-reaching goals
- Flexibility to set and control their own paths to attaining goals
- Few hard-and-fast rules (will rebel against)
- Appreciation for their intellect and knowledge
- Opportunities to lead
- Push-back when they overstep their bounds
- Less chit-chat
- Tangible, financial rewards

Eeyores:

- A neat and organized personal space that's respected
- Opportunity to set up systems that make sense to them
- The details of a plan
- Accurate info before making decisions
- Opportunity to ask questions & understand why thing done that way
- Appreciation for their thoroughness
- Stepping-stone goals that allow them to have small victories
- A schedule they can stick to (minimal change)
- The time to master a skill
- Quiet planning time

Additional Personality Resources

- *Personality Plus: How to Understand Others by Understanding Yourself*, by Florence Littauer, www.amazon.com/Personality-Plus-Understand-Understanding-Yourself/dp/080075445X
- *Spirit-Controlled Temperament*, by Tim LaHaye, www.amazon.com/Spirit-Controlled-Temperament-Tim-LaHaye/dp/0842362207
- *Bringing Out Your Potential*, personality principles 10-week course, www.personalityprinciples.com
- Susan Scott, susanscott.org/personality-types
- Extensive online quiz for determining your personality: <http://personality-testing.info/tests/O4TS/1>

For information about Carol Cool's speaking and writing, or to read her I'm No Superstar blog, please visit her website at www.carolcool.com