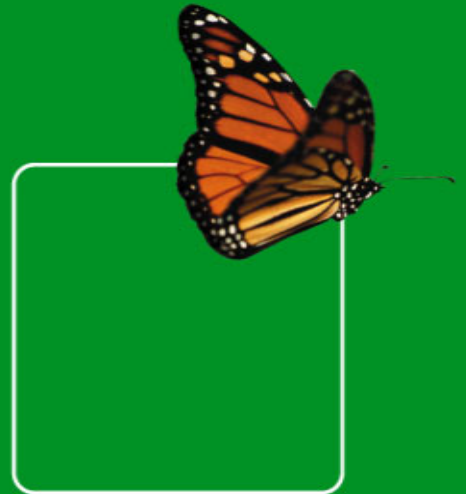


innovative **VETERINARY SOLUTIONS**



THE **EVOLUTION** OF VETERINARY PRACTICE

Project Management | Facilitation | Training



Communications and Colours



Objectives

- **Team building session**
- **Increase awareness of differing styles of communication**
- **Have team participate in a session to identify personality styles**
- **Increase skills for communication between groups/colours**
- **Train on and utilize newly demonstrated skills for better staff and client communications**



Getting started.....

- In your pkg – take out 4 laminated, coloured sheets – blue, orange, green and gold
- Take a moment and review the pictures and illustrations on the fronts of these cards
- Keep them picture side up!



Next

- Just visually, arrange the cards in order of the pictures that appeal to you most, to the one you like the least.
- Make note of the order by writing numbers 4,3,2,1 (for most liked to least) on the top of your score sheet.
- NOTE – your numbers are to be written ON the pictures themselves at the top of the page



Then.....

- Turn the cards over
- Read the backs of each
- Arrange them again from the most like you to the least like you.
- Again - transfer your scores to the laminated sheet and write them on the coloured boxes



Describing Yourself

- Next you will see a set of 5 groups of descriptive words in rows – these are the next section - on the answer sheets.
- Score each group of words the same way – 4 for most like you down to 1 that is least like you.
- Write the answers on top of the squares



Totals

- Now total the scores for the columns
- Remember to include your first score at the top on the pictures themselves!
- Your Highest score indicates your strongest colour – your lowest is the colour least like you.



Remember -

- People like people who are like themselves!



Recording

- Before we go on.....
- Take a moment to note your primary colour on the chart we have



Outcomes

- A final report listing the quadrants of colour for each team member will be given to Phyllis to post.
- Staff members will be given handouts on how best to work with and communicate to someone not in your quadrant.

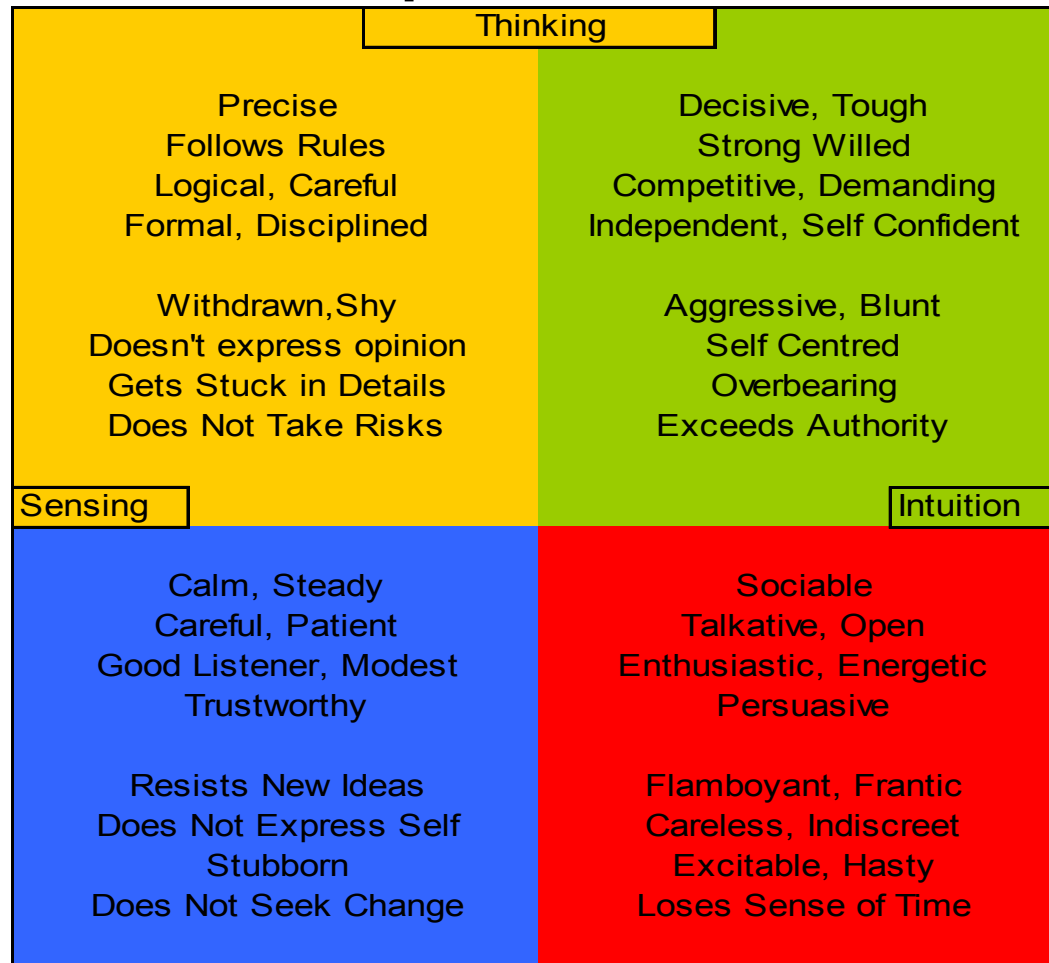


People like people.....

- Who are like themselves.....
- Ever found you hit it off with some people instantly and feel very comfortable around them?
- Ever found you didn't?
- Which one do we need the skills for?

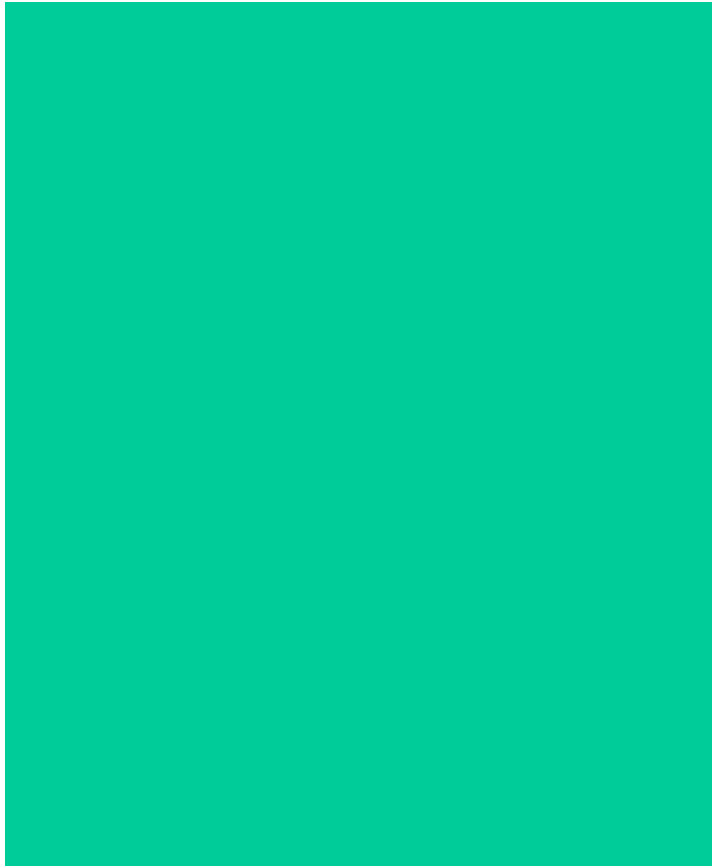


Learning about the different quadrants





Curious Green



- Analytical
- Calm
- Logical
- Perfectionist
- Drawn to constant challenge



Keys to Personal Success

- Humans need self confidence and esteem
- These are also the characteristics recognized as the basis for “successful” behaviour



Keys to Personal Success

- People assume roles in life
- They develop a certain “Character”
- They believe that their “Character” is separate and unique from others
- Yet – similarities arise



Adventurous Orange



- Spontaneous
- Impulsive
- Optimistic
- Immediate



Orange at Work

- Bored easily
- Restless with jobs that are routine and structured
- Satisfied most in careers that allow independence and freedom
- Physical coordination, love of tools
- Natural performer



Orange in Love

- Enjoy shared activities and interests
- Always exploring new ways to energize relationships
- Bold and physical
- Enjoy giving extravagant gifts that bring pleasure to loved ones

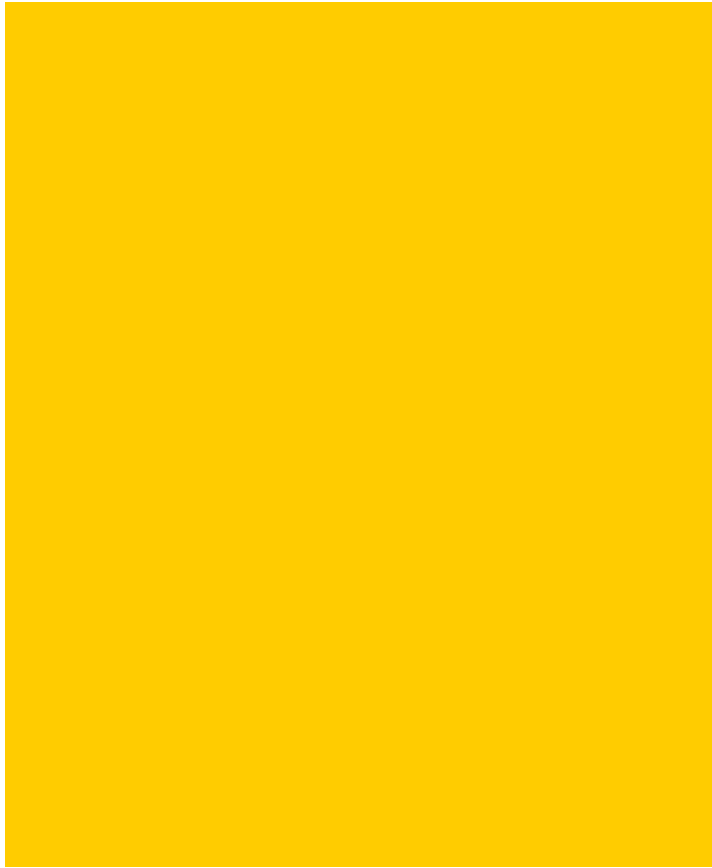


Orange in Childhood

- Difficult time fitting in to routine
- Learn by doing and experiencing, not by listening and reading about things
- Competitive nature,
- Sense of humour and fun



Responsible Gold



- Loyal
- Dependable
- Sensible
- Organized
- Prepared



Gold at Work

- Provide stability and maintain organization
- Work comes before play
- Ability to handle details and hard work make this individual the backbone of the organization.



Gold in Love

- Serious, traditional, conservative views of love and marriage
- Build a secure predictable future
- Demonstrate love and affection through the practical things



Gold in Childhood

- Follow the rules
- Understand and respect authority
- Comfortable with and like routine
- Adapt easily to the school system



Harmonius Blue



- Sympathetic
- Warm
- Compassionate
- Peaceful
- Flexible



Blue at Work

- Strong desire to influence others so they may lead more significant lives
- I often work in communications, education and the “helping” professions



Blue in Love

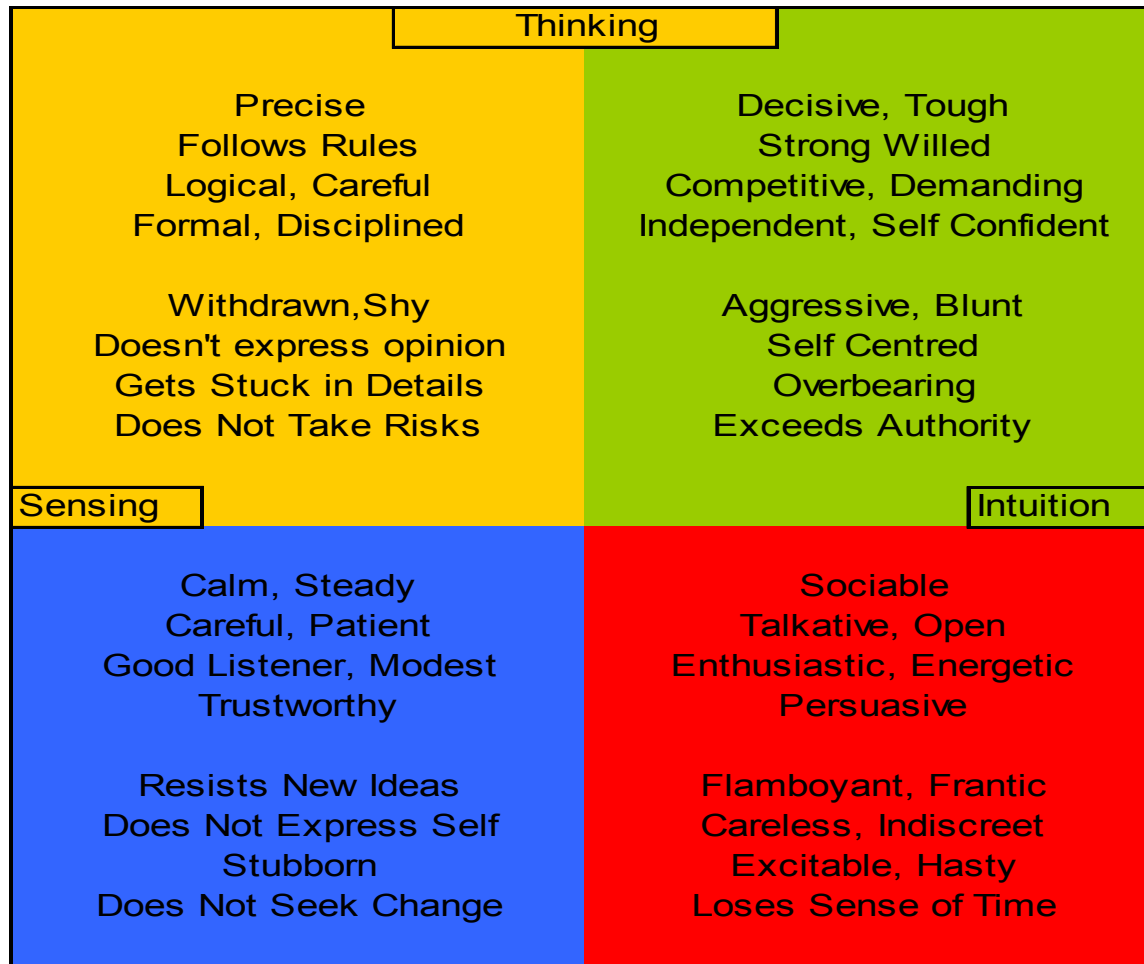
- I seek harmonius relationships
- True romantic
- Warm and empathy to all
- Enjoy flowers,candle light, music
- The whole nine yards



Blue in Childhood

- Imaginative
- Bothered by rejection and not fitting in.
- Respond to encouragement not competition

Anyone from another quadrant – Might as well be from another planet.....





Remember.....

- Clients come in all shapes and sizes.....
- And personality colours too!