



MANAGING & WORKING WITH PEOPLE WHO ARE WIRED DIFFERENTLY

GFOA SC Fall Conference | 10.3.2017

UNWRAPPING THE 7 MOTIVATIONAL GIFTS

UNWRAPPING THE SEVEN MOTIVATIONAL GIFTS

► Five components of emotional intelligence at work | HBR On EI - Daniel Goleman

	Definition	Hallmarks
Self-awareness	The ability to recognize and understand your moods, emotions, and drives, as well as their effect on others	Self-confidence Realistic self-assessment Self-deprecating sense of humor
Self-regulation	The ability to control or redirect disruptive impulses and moods The propensity to suspend judgment – to think before acting	Trustworthiness and integrity Comfort with ambiguity Openness to change
Motivation	A passion to work for reasons that go beyond money or status A propensity to pursue goals with energy and persistence	Strong drive to achieve Optimism, even in the face of failure Organizational commitment
Empathy	The ability to understand the emotional makeup of other people Skill in treating people according to their emotional reactions	Expertise in building and retaining talent Cross-cultural sensitivity Service to clients and customers
Social skills	Proficiency in managing relationships and building networks An ability to find common ground and build rapport	Effectiveness in leading change Persuasiveness Expertise in building and leading teams

SEVEN MOTIVATIONAL GIFTS

PERCEIVER

SERVER

TEACHER

EXHORTER

GIVER

ADMINISTRATOR

COMPASSION

PERCEIVER

- SEES BLACK & WHITE
- VERY SENSITIVE TO RIGHT & WRONG



APPROACH TO LIFE:

DEEP THINKERS

SERIOUS

DECISIVE

TRANSPARENT

HONEST

LOYAL

RESPONSIBLE

VERBAL PROCESSOR

POINTS OUT BLIND SPOTS

DIRECT

BLUNT

AGRUMENTATIVE

STUBBORN

PERFORMANCE, SUCCESS & LEADERSHIP DEVELOPMENT

- ▶ PERFORMS WELL IN HIGH-PRESSURE JOBS
- ▶ PERSUASIVE & CONVINCING COMMUNICATOR
- ▶ STRICT PERSONAL & PROFESSIONAL HIGH STANDARDS
- ▶ GOAL-ORIENTED PERFORMANCE
- ▶ EXCELLENT WITH CONTRACT NEGOTIATIONS and DEVELOPING / CREATING PROCEDURES MANUALS
- ▶ GREAT ANALYSTS, AUDITORS & INVESTIGATORS

EFFECTIVE INTERACTIONS:

- ▶ PROVIDE CLEARLY DEFINED EXPECTATIONS
- ▶ FOSTER A PARTNERSHIP
- ▶ REMEMBER: *YOUR WORD IS YOUR BOND*
- ▶ CONSIDER AND COMMUNICATE THE GOOD & BAD, RIGHT & WRONG, UPSIDE & DOWNSIDE

SERVER

- MEETS PRACTICAL NEEDS
- ORGANIZED, NEAT & TIDY



APPROACH TO LIFE:

GOOD WITH DETAILS

BUSY

PERFECTIONIST

APPRECIATES LEADERSHIP

RESPONSIBLE

HELPFUL

RELIABLE

RELUCTANT LEADER

SHY

VERBALLY CHALLENGED

PERFECTIONIST

PROCRASTINATES

PERFORMANCE, SUCCESS & LEADERSHIP DEVELOPMENT

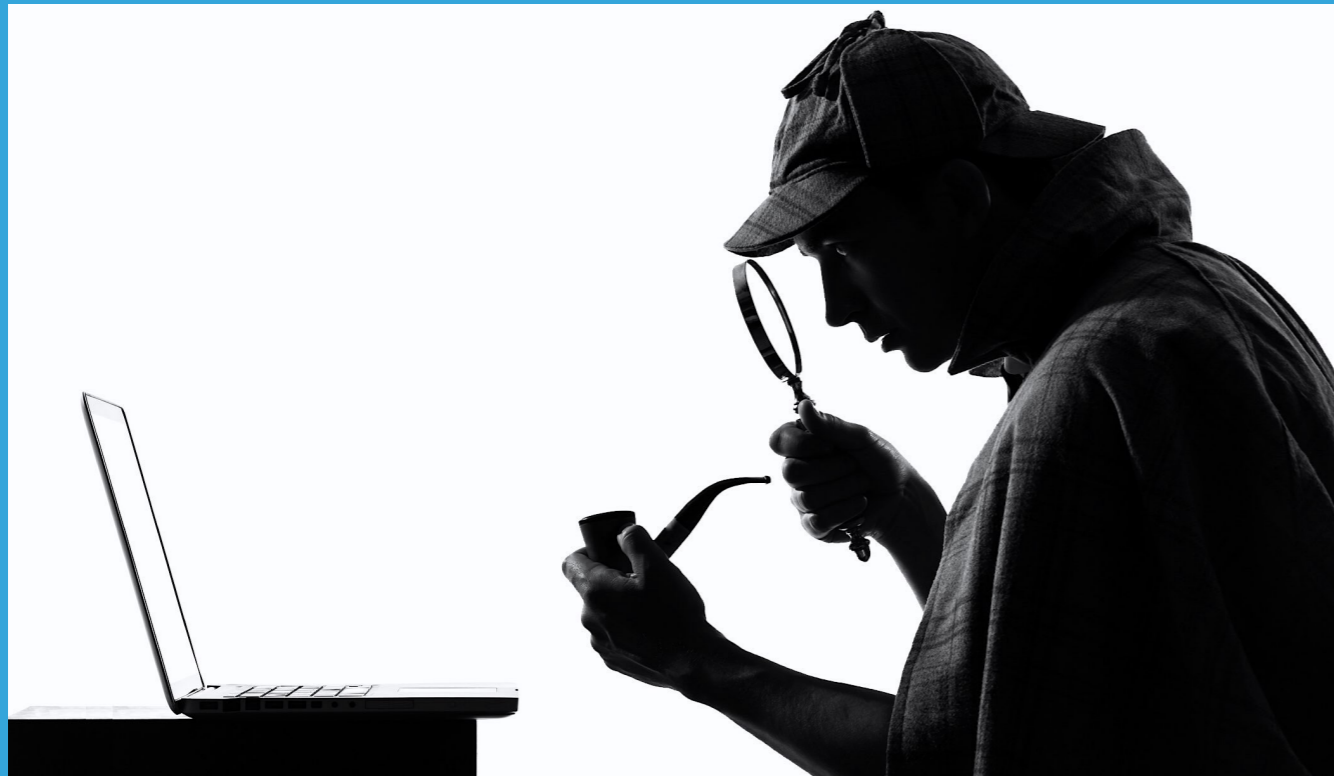
- ▶ PREFERS SHORT-TERM PROJECTS
- ▶ KEENLY FOCUSED ON NEXT-ACTIONS
- ▶ PREFERS TO WORK INDEPENDENTLY, BUT GOOD WITH GROUPS AS WELL.
- ▶ COMFORTABLE IN SUPPORTIVE ROLES
- ▶ BUSY & INDUSTRIOUS

EFFECTIVE INTERACTIONS:

- ▶ POSITIVE AFFIRMATION & ENCOURAGEMENT
- ▶ COMMUNICATE ULTIMATE GOAL(S), WITH A CLEAR FOCUS ON KEY STEPS, NEXT ACTIONS AND EXPECTATIONS
- ▶ REMEMBER: SERVERS CAN BE EASILY EMBARRASSED. ONE-ON-ONE INTERACTIONS ARE APPRECIATED
- ▶ DIPLOMATICALLY DEAL WITH ANY BANDWIDTH AND CAPACITY CONCERNS

TEACHER

- CALM, COOL & COLLECTED
- EXCELLENT RESEARCHER & COMMUNICATOR



APPROACH TO LIFE:

RESERVED

STABLE

EXCEPTIONALLY ARTICULATE

INTELLIGENT

SELF-MOTIVATED

SELF-DISCIPLINED

REALISTIC

UNEMOTIONAL

UNEASY IN SOCIAL SITUATIONS

PRIDEFUL

UNFRIENDLY

PERFORMANCE, SUCCESS & LEADERSHIP DEVELOPMENT

- ▶ EXCELLENT WITH RESEARCH, EVALUATIONS, OBSERVATIONS, INVESTIGATING & SOLVING COMPLEX ISSUES
- ▶ WORKS WELL UNDER STRESS & WITHIN SCHEDULES
- ▶ EXCELS AT WRITING, BLOGGING & INFORMATION SHARING
- ▶ CAN PREFER BOOKS / TECHNOLOGY MORE THAN PEOPLE / HUMAN INTERACTIONS

EFFECTIVE INTERACTIONS:

- ▶ PROVIDE CONTENT-RICH FEEDBACK
- ▶ OFFER FACTUAL INFORMATION, IDEAS AND ILLUSTRATIONS
- ▶ REMEMBER: TEACHERS ARE UNEMOTIONAL. LOGICAL AND REASONABLE INTERACTIONS ARE APPRECIATED
- ▶ DIPLOMATICALLY DEAL WITH ANY INTOLERANT AND OPINIONATED CONCERNS

EXHORTER

- OPTIMISTIC & POSITIVE ATTITUDE
- COMPULSIVELY ENCOURAGING



APPROACH TO LIFE:
ENCOURAGES FULL POTENTIAL
LEADER
WIDE EMOTIONAL RANGE
RECONCILER
WELL BALANCED
RELATES WELL TO EVERYONE
PROVIDES STEPS FOR IMPROVEMENT

GIVES UNSOLICITED ADVICE
INTERRUPTIVE
OPINIONATED
VERBOSE
TRUTH STRETCHING

PERFORMANCE, SUCCESS & LEADERSHIP DEVELOPMENT

- ▶ EXCELLENT AT MOTIVATING THEMSELVES & OTHERS TO ACTION, GOALS & OBJECTIVES
- ▶ WORKS WELL IN STRESSFUL SITUATIONS
- ▶ EXCELLENT COACH
- ▶ MORE PEOPLE-ORIENTED THAN FACTS & FIGURES
- ▶ EXCELS AT COUNSELING

EFFECTIVE INTERACTIONS:

- ▶ OFFER REALISTIC & PRACTICAL INFORMATION
- ▶ ILLUSTRATE / BE AWARE OF / MATCH THE EMOTIONAL TENOR IN IMPORTANT INTERACTIONS
- ▶ REMEMBER: EXHORTERS *NEED* VERBAL ENCOURAGEMENT
- ▶ STRATEGICALLY DEAL WITH TRUTH-STRETCHING, OVER-PROMISING AND EXAGGERATED EXPECTATIONS

GIVER

- EXCELLENT AT MAKING MONEY
- ENJOYS SHARING & MEETING MATERIAL NEEDS



APPROACH TO LIFE:

CONTENT

FRUGAL

LOVES TO EXTEND HOSPITALITY

DEVELOPS STRONG TIES

GETS ALONG WELL WITH EVERYONE

STINGY

MANIPULATIVE

WORKAHOLIC

PERFORMANCE, SUCCESS & LEADERSHIP DEVELOPMENT

- ▶ EXCELLENT AT MANAGING RESOURCES & TIME
- ▶ HEAVILY INFLUENCED BY SECONDARY MOTIVATIONAL GIFT(S)
- ▶ GOOD FOLLOWER & GOOD LEADER, BUT MAY NEED ENCOURAGEMENT TO STEP-UP
- ▶ SUPPORTIVE & RESULTS-ORIENTED
- ▶ ENJOYS GIVING & SERVING BEHIND-THE-SCENES

EFFECTIVE INTERACTIONS:

- ▶ DELEGATE: FINANCES, BUDGETS, MATERIAL / RESOURCE MANAGEMENT RESPONSIBILITIES
- ▶ SOLICIT INPUT ON COST-CUTTING INITIATIVES
- ▶ REMEMBER: GIVERS ENJOY OFFERING DISCRETE OR SECRETIVE ASSISTANCE. THEY PREFER ONE-ON-ONE ENCOURAGEMENT WITHOUT A SPOTLIGHT
- ▶ DIRECT GIVERS TO ENGAGE IN ACTIVITIES WITH SMALL, NON-COMPETITIVE TEAMS

ADMINISTRATOR

- LONG RANGE & BIG PICTURE PERSPECTIVE
- LEADER & ORGANIZER
- PROJECT & TASK ORIENTED



APPROACH TO LIFE:

DELEGATES WELL
ENTHUSIASTIC
CONFIDENT
COMPETITIVE
LOVES CHALLENGES
GREAT COMMUNICATOR

DOMINEERING
MESSY
CALLOUS
NEGLECT ROUTINE WORK

PERFORMANCE, SUCCESS & LEADERSHIP DEVELOPMENT

- ▶ EXCELS AT LEADING, OVERSEEING AND MANAGING
- ▶ SEES THE BIG PICTURE AND ALL THE PIECES & PARTS
- ▶ EXCELLENT PROJECT PLANNER
- ▶ ENJOYS LIST MAKING & NOTE TAKING
- ▶ PRACTICAL, REALISTIC, CREATIVE & SYSTEMATIC
- ▶ DOESN'T EXCEL IN CO-LEADERSHIP ROLES

EFFECTIVE INTERACTIONS:

- ▶ COMMUNICATE USING VISUAL ILLUSTRATIONS, CHARTS, GRAPHS & DIAGRAMS
- ▶ BRAINSTORM, DREAM-BUILD AND VISION CAST
- ▶ REMEMBER: ADMINISTRATORS ENJOY SUCCESS, ACHIEVEMENT AND ACCOMPLISHMENTS. THEY ENJOY GAMES AND COMPETITIVE SITUATIONS
- ▶ REMIND ADMINISTRATORS TO DELEGATE WELL AND RELEASE WITH HEALTHY ACCOUNTABILITY

COMPASSION

- SENSITIVE & CARING
- ATUNED TO THE EMOTIONAL CLIMATE

APPROACH TO LIFE:

PEACEMAKER
NON-CONFRONTATIONAL
EASY GOING
CREATIVE
CARING
OBEDIENT

MODERATE or SLOWER PACE
INDECISIVE
EASILY HURT
COMPROMISING
LATE



COMPASSION

JUST BECAUSE YOU HAVE A HEART
DOESN'T MEAN THAT YOU CARE.

UNDERSTANDING THE COMPASSION PERSON

PERFORMANCE, SUCCESS & LEADERSHIP DEVELOPMENT

- ▶ GUIDED BY FEELINGS & EMOTIONS
- ▶ SEEKS TO PROVIDE PERSONAL & EMOTIONAL SUPPORT
- ▶ APPRECIATES GOOD & HEALTHY RELATIONSHIPS
- ▶ PRONE TO ADOPT THE CARES AND CAUSES OF OTHERS
- ▶ LESS PRODUCTIVE IN HIGH-PRESSURE & TIME SENSITIVE ENDEAVORS

EFFECTIVE INTERACTIONS:

- ▶ COMMUNICATE USING EMOTIONAL TERMS SUCH AS "HOW DO YOU *FEEL* ABOUT JOINING OUR TEAM?" OR "DO YOU HAVE ANY *CONCERNS* ABOUT THIS CLIENT?"
- ▶ HARMONIOUS RELATIONSHIPS ARE VITAL. FOSTER CAMARADERIE
- ▶ BE AWARE OF CAUSES THEY SUPPORT AND RECOGNIZE THEIR EFFORTS
- ▶ RESPECT, PROTECT & GUARD PERSONAL INTERACTIONS

QUESTIONS?



RESOURCES:

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▶ TOOLS:

- ▶ DISCOVER YOUR MOTIVATIONAL GIFTS | Don & Katie Fortune
- ▶ BLUE OCEAN BRAIN | www.blueoceanbrain.com | 855.462.7238
- ▶ HBR: *On Emotional Intelligence* | "What Makes a Leader?" | Daniel Goleman
- ▶ SEVEN HABITS of HIGHLY EFFECTIVE PEOPLE | *Habit #5* | Stephen Covey
- ▶ LOUDER THAN WORDS | Todd Henry