

Each person's perspective is founded on who they are, some refer to it as character, some call it personality. The starting point of understanding people is to realise and accept that everyone is not like you. Have you ever said something to one person, and received a certain response, then said exactly the same thing to another person, and received a totally different response? The basic reason they respond differently is that people have different characters. You said the same thing, but what they "heard" was not the same. A lack of understanding of ourselves and others can lead to real problems such as tension, disappointment, hurt feelings, unmet expectations and poor communication. This course aims to provide a greater understanding of how to adapt your interpersonal style to effectively communicate with different character types

What will I cover in the course

- Differences in character/personality types
- Ways to help indicate preferred character types
- Learn techniques to adapt interpersonal style to appeal to the needs of differing character types
- Effective interpersonal skills used in common workplace situations

How is the course delivered

This interactive course is delivered over a ½ day session

What will I gain from this course

Understanding of the differences in character types and the tools and techniques that can be used to indicate the preferred character type of others. Learn how to tailor your behaviour and choice of language when dealing with others in order to appeal to their needs in various situations from customer service, sales, staff development, personal development, leadership and team building.

What do I do next



TalentRidge provide personal development, training, guidance and other support services to a wide range of organisations and Individuals by unlocking talents and helping them to excel in today's competitive environment.

Our Course, Training and Career Development Assessments are designed to support those who are either new to job hunting, are seeking a career change or for those who wish to build on their existing knowledge.

"passionate about helping people maximise their potential"

Contact us for further information and to discuss your requirements

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