

FROM SUITS TO TATTOOS



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FACTS ABOUT CONFLICT

Research shows that...



**60-80% of all
difficulties in
organizations**

**stem
from**



**Strained
relationships**

FACTS ABOUT CONFLICT

- The typical manager

manager

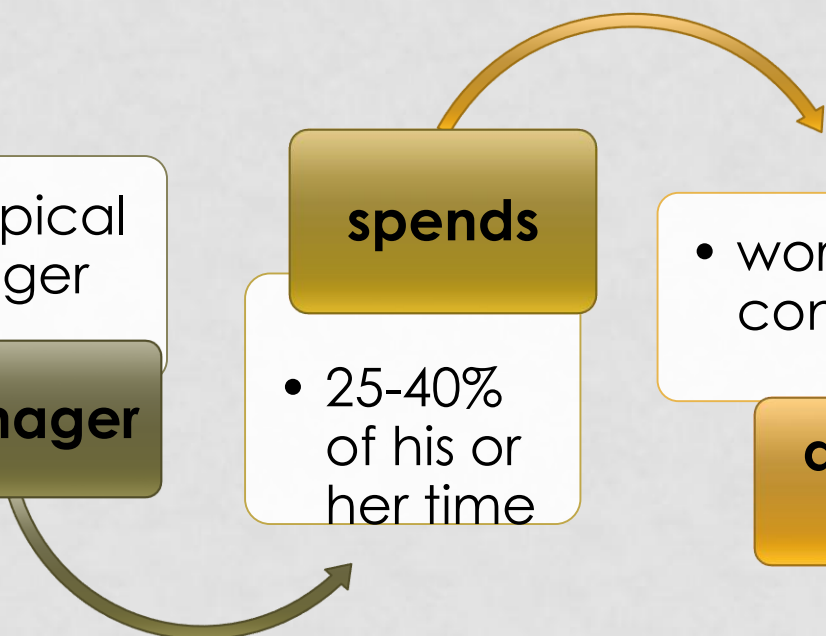
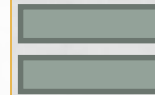
spends

- 25-40% of his or her time

- workplace conflicts

dealing with

That's one to two days of every work week



Why Handling Conflict and Customer Complaints?

It takes 12 positive service interactions to overcome one negative one



Conflict and Customer Service



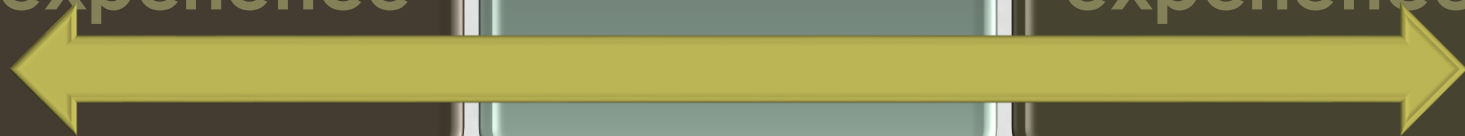
Tells 20
people
about a
negative
experience



The
typical
person



Tells only 5
people
about a
positive
experience



CAUSES OF CONFLICT

Communication barriers

**Unresolved prior
conflicts**

Perceptual differences

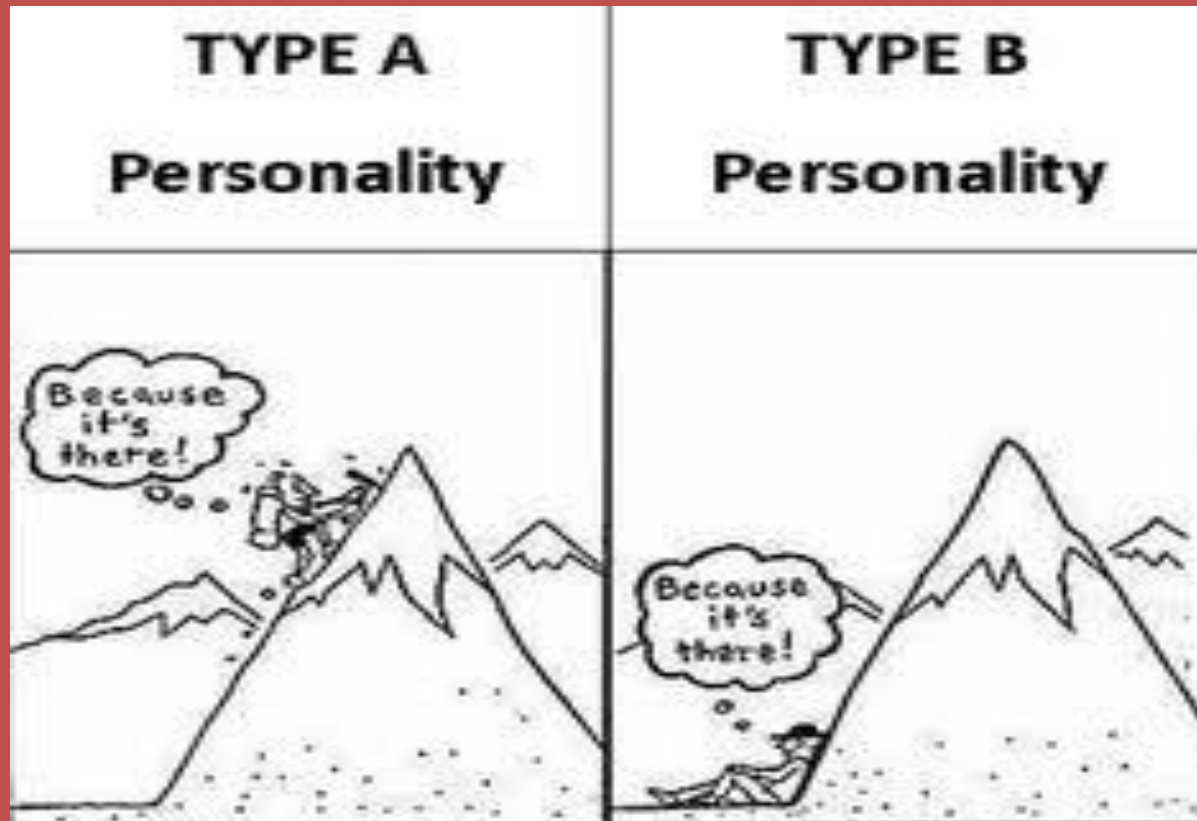
Different goals

Personality clashes

**Generational and
cultural differences**

Type A/B

- Assessment



Assessment

(4 most likely-3 likely-somewhat-not likely)

1. When I'm with my friends, I like to provide:
 - a. The excitement; the fun; the jokes.
 - b. Questions; answers; a logical way of looking at things.
 - c. Concern for others; a lot of caring.
 - d. The planning; a sense of security; a good standard.

4a 3c

1b 2d

Assessment

(4 most likely-3 likely-somewhat-not likely)

2. I like to:

- a. Act on a moment's notice; do risky things.
- b. Provide answers or give thought to people's questions.
- c. Help maintain a sense of harmony and togetherness.
- d. Be responsible, dependable, and helpful to others.

4a 3c

1b 2d

Assessment

(4 most likely-3 likely-somewhat-not likely)

3. Teachers at school would probably describe me as:

- a. Charming, a natural leader, clever, someone who is fun to have around.
- b. Thoughtful, someone who has good answers, someone who likes to figure out problems.
- c. Nice, friendly, someone who gets along with other students and is helpful to the teacher and others.
- d. Neat, organized, prepared, someone who does assignments and is a good student.

Assessment

(4 most likely-3 likely-somewhat-not likely)

4. My basic approach to life is:

- a. To take one day at a time and have fun.
- b. To figure out what life is all about (using my logic).
- c. To help others and be happy and succeed.
- d. To plan for the future and make it as good as possible.

Score

- _____ a. Orange
- _____ b. Green
- _____ c. Blue
- _____ d. Gold

Blue: Intuitive Feeling-16%

Strive to be in
harmony with inner
self

Devoted to
relationships

Team players-
please others

See possibilities in
people

Cultivates potential
in others

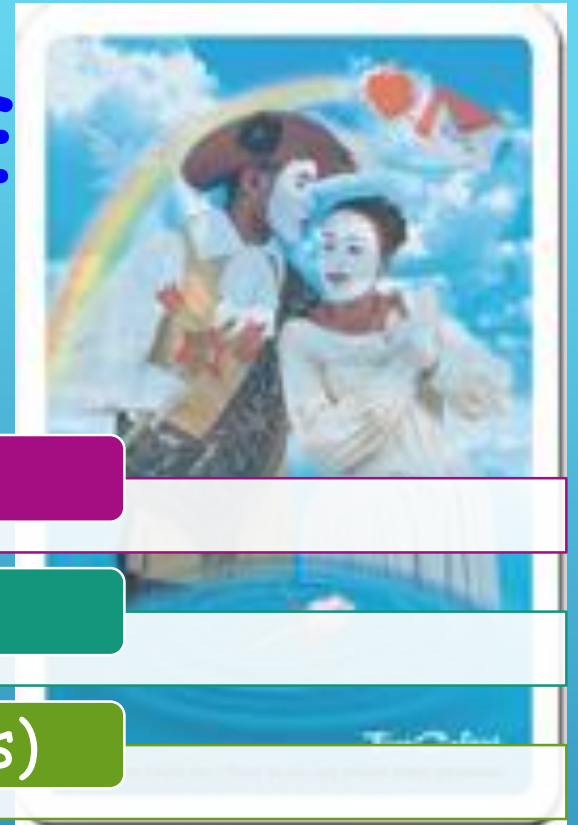
Emotional,
Romantic,
Empathetic,
Compassionate,
Helpful

Trusting and good
listeners

Love to talk

Pay attention to
body language

MOTIVATION: PRAISE THE BLUE PERSON'S



Unique contributions

Achievements

Make a connection (one on one visits)

Honesty and sincerity

Energetic and enthusiastic manner

Contributions to the performance

of the group and the organization

GREEN

SENSORY JUDGING-13%



Love of
intelligence/wi
sdom

Perfectionists

Obsessed to
learn

Need for
control

See the big
picture

Believe things
are obvious to
all

Often oblivious
to others'
emotions

Make decisions
on information,
not on feelings

- ▶ Competence
- ▶ Quality of Work
- ▶ Analytic abilities
- ▶ Clear, logical explanations in precise terms
- ▶ Good ideas and capabilities

**PRAISE THE GREEN
PERSON'S:**



Free spirit

Great in a
crisis

Needs
variations

Charming

Creative

Full of fun

Performer &
entertainer

Do it now

Clutter is
acceptable

ORANGE
SENSORY PERCEPTIVE-22%



- ▶ Cleverness
- ▶ Skill
- ▶ Quickness
- ▶ Spontaneity
- ▶ Quick and timely responses



PRAISE THE ORANGE
PERSON'S

Useful

Strong work
ethic

Should be
rules

Be prepared

List maker

Responsible

Organized
Detail
oriented

Hate wasting
time

Traditional

Dependable

Punctual

Predictable



GOLD

SENSORY JUDGING-49%

- ▶ Controlling
- ▶ Dull or boring
- ▶ Stubborn-pigheaded
- ▶ Opinionated
- ▶ System-bound
- ▶ Unimaginative
- ▶ Uncreative



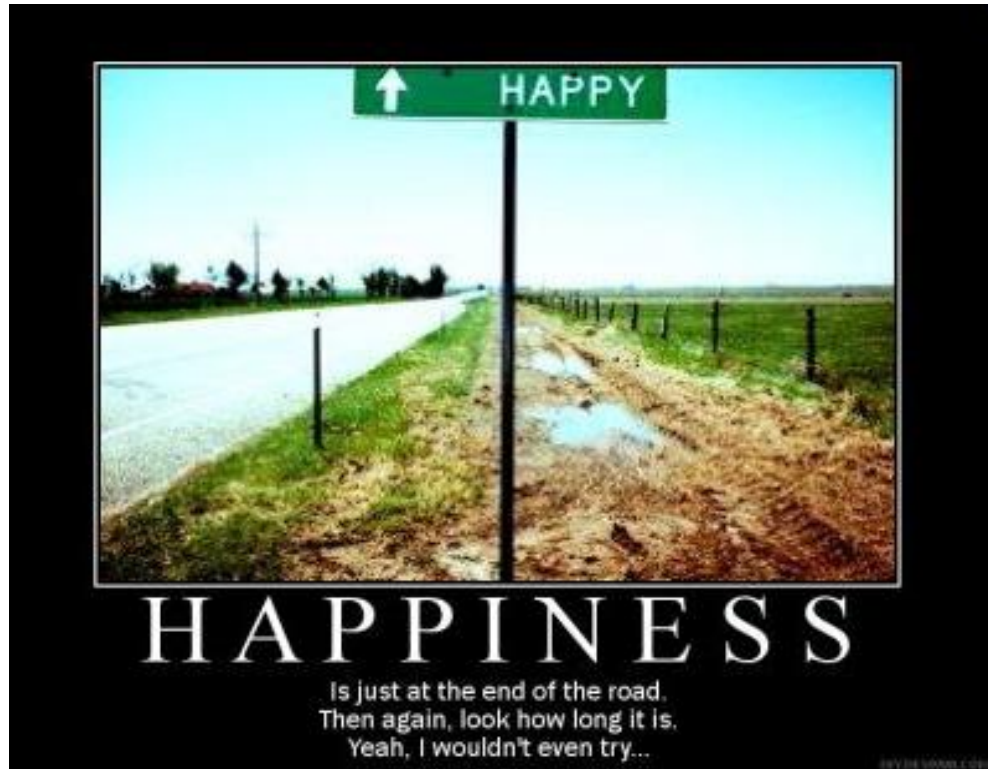
WHAT OTHERS THINK ABOUT GOLD

- ▶ Accomplishments
- ▶ Accomplishments and sense of responsibility
- ▶ Thoroughness
- ▶ Good ideas and capabilities



**PRAISE THE GOLD
PERSON'S:**

What do we all have in common?



Contact Kostas at
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