

What You'll Experience (Continued)

◆ Change and Defensiveness

- Recognize each style's behavioral tendencies
- Understand and be able to deal effectively with relationship tension in the process of accepting change
- What weaknesses each needs to improve and minimize
- What motivates each style
- How each style reacts under tension
- Fostering growth and professionalism

◆ Flexibility

- Understand the importance of interpersonal flexibility in being an effective communicator
- Become aware of one's own interpersonal flexibility as seen by the five respondents
- Practice being flexible with different style. Interpersonal flexibility and effective communicator
- How to be flexible when dealing with different styles of team members
- Flexibility—self perception
- How to build flexibility with others

◆ Process

- Learn Persona's Team Building and Training Process
- To prepare and practice for the next time the participants will meet as a group, using all the information and skills they have learned in the last two days
- Conduct three steps Team Building Process.

ABOUT THE AUTHOR



Jon Gornstein

Founder and President of *Persona* GLOBAL

Jon Gornstein has devoted his 30-year career to helping major multi-national corporations make changes in leadership and corporate culture, improve organizational alignment, enhance performance and strengthen communications. He has consulted in more than 48 countries to companies such as Abbott Labs, Disney, IBM, Glaxo SmithKline, Cathay Pacific Airways, Goldstar, and Hilton Hotels.



For more information about *Persona* GLOBAL® metrics and methodologies, please contact info@personaglobal.com or visit www.personaglobal.com



ABOUT *Persona* GLOBAL®

Persona GLOBAL® is a worldwide provider of assessment tools and methodologies for corporations facing challenges in change leadership, communication, organizational alignment, sales, customer service and management. *Persona* GLOBAL® metrics and methodologies are currently available in 70+ countries; its programs have been translated in up to 38 languages. More than 1,400 certified *Persona* GLOBAL® practitioners around the world serve their clients as strategic business partners.

Corporations that have benefited from *Persona* GLOBAL®'s Programs include:

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