

Personality and communication styles in the workplace



As a consultant it is my job to improve the working relationships within the workplace. In this report I have Juanita Smith, a 33 year old female; Joe Whitman a 26 year old male; Jack Ackman, a 30 year old male; and Justice Dale 48 year old male. Each of these individuals has entirely different personality types and communication styles. The purpose of this report is to provide suggestions on how to improve the relationships between these individuals, and a more productive workplace environment. I will also provide suggestions on conflict resolution techniques with other personalities.

Juanita Smith is a 33 year old female who has a strong need for attention (DuBrin, A. 2004). This means that she seeks attention but not in a negative way. Juanita is the type of person who likes to stand out in a crowd and goes above and beyond her job to be seen beyond her colleagues. Juanita believes that in order to succeed in the world she must be the best and in order to be the best she must be seen. Juanita also believes that in order to be seen she must get attention so she does what she must to get attention from those who can promote her.

Juanita wants to work her way up the corporate ladder as quickly as possible and being seen is the only way she thinks that will happen. Joe Whitman, a 26 year old male who works closely with Juanita. Joe is described as uncivil because he is insensitive to the point of rudeness (DuBrin, A. 2004). Joe also violates the workplace norms and mutual respect for cooperation. Joe uses foul language and shows very little respect for his fellow co-workers. Joe has on many occasions talked loudly outside of Juanita's office while she is working.

Jack Ackman, a 30 year old male and works in the same department as Juanita. Jack is a chronic complainer; these are people who find something to complain about. Jack is never satisfied with anything. If one condition changes; Jack will find another condition to complain about. Justice Dale, a 48 year old male, is the rebel. He resents control, direction, and advice from others. Rebels complain and infrequently take action to change the actions that bother them (DuBrin, A. 2004). Each of these individual have different personality types and have difficult workplace relationships.

Suggestions to Improve Relationships To improve the workplace relationships between these individuals I would first suggest that they take a break from one another. If they are spending more than 40 hours a week around one another then they are spending too much time in the same area. They need to spend some time apart from one another. (Zupek, 2007) The next suggestion is that they need to be mentally tough. These three individuals need to keep in mind that these are their colleagues' bad habits not theirs.

They need to not let their co-workers bad habits hurt them (Zupek, 2007). If neither of the prior to suggestions works, they can discuss their grievances with their co-workers. They can go to their colleagues in a non-judgmental and non-confrontational manner and discuss their problems with them (Zupek, 2007). If all else fails these individuals can go to their supervisor, but let this be the last resort. No one wants to be a tattle tail, if co-workers can work things out among themselves then its best to try to let them work things out among themselves.

Going to a supervisor as a mediator is a last resort when co-workers can not work out problems among themselves. Suggestions for a Productive Workplace Juanita, Joe, Jack, and Justice all have good and bad qualities that have made the work environment hard to work in. To make the environment easier to work in changes must be made. First profanity must be limited in the office and if employees are in their offices working there is to be no loitering outside the office areas. Second, if there are grievances about policy they re to be addressed by the proper channels not voiced to employees. Employees become annoyed when grievances are brought to them and not to management. Third, rebellion will not be tolerated. If you want your job you will abide by the rules of the company or you will lose your job. Forth, no special attention will be given to anyone. If you do your job properly you will be promoted in the proper order. You will not be put in the spotlight for any reason. When your name comes up for a promotion you will be given a promotion.

Conflict Resolution There are five steps to resolving conflicts. Step one is set the scene (Conflict Resolution, 1995-2010). In this step you are an active listener if you are a part of the conflict. You must hear and understand the other person's perception. Restate the problem, paraphrase the problem, and summarize what was said. It is important to be assertive when speaking (Conflict Resolution, 1995-2010). Step two is gather information. In this step you are trying to gain all of the underlying interests, needs, and concerns.

You are trying to understand what each person's motives are, what their motivations are, what their goals are, and what their viewpoints are. This is when you will ask questions (Conflict Resolution, 1995-2010). Step three is <https://assignbuster.com/personality-and-communication-styles-in-the-workplace/>

agree the problem. In this step you try to agree the problems that you are trying to solve before you'll find a solution (Conflict Resolution, 1995-2010). This means find the actual problem that you are trying to solve and agree to solve it. Step four is brain storm on possible solutions. This means everyone talk about solutions; the floor is open to everyone.

Finally step five is negotiating a solution. By this step the conflict has been resolved. Both sides have come to a satisfactory solution and everyone is happy. In this paper I have discussed Juanita Smith, Joe Whitman, Jack Ackman, and Justice Dale. I have discussed each of their personality types and how each of their personality types differs. I have suggested ways to improve their workplace relationships and how to make their workplace more productive, finally I have discussed the five steps to conflict resolution.