Leading

Knowledge

Big Five

- Conscientiousness
    - Disorganized → Disciplined
- Agreeableness
    - Uncooperative → Trusting
- Neuroticism
    - Confident → Anxious
- Openness (to experience)
    - Routine → Imaginative
- Extraversion
    - Reserved → Sociable

MBTI

Extraversion	Introversion
Sensing	Intuition
Thinking	Feeling
Judging	Perceiving

DISC

Dominant (Red) direct, decicive	Influence (yellow) outgoing, action oriented
Conscientious (blue) work oriented, shy, calculating	Steadiness (green)

Dominance – These are forceful, take-charge people: direct, decisive, determined and often domineering. They're born leaders who are neither shy nor subtle. Influence – The friendly, enthusiastic High "I" styles want to be in the middle of the action, whatever and wherever it is. They most value admiration, acknowledgement and applause. Steadiness – Steady styles are the most people-oriented of the four styles. Having close, friendly relationships is one of their highest priorities. Conscientiousnes

4 Ears / v.Thun

- Self-Revelation
- Factual
- Relationship
- Appeal

Question Techniques

- Closed
- Open
- Follow up
- Alternative
- Circular - *image you are in the position XY*
- Hypothetical - *imagine we did XY*
- Scaling

Tools

Active Listening

- Body language and genuine interest
- Remarks and follow up questions

Feedback

- Perception → Effect → Wish

Feedback rules

- No generalization
- Clear wording
- Close to observed behavior

Conflict Discussion

- Good preparation (invitation, preparation, room)
- Allow preparation time for invitees (preferably not the weekend)
- A short warm-up (*how are you*)
  - Thank for willingness to communicate, create positive atmosphere
  - No further small talk
- Clarify topics, goals and time frame
- Present all viewpoints
  - Facts, Perception, Background, Feelings, Interests
  - If applicable: apologize
- Examine possible solutions based on common interests
- Discuss specific ideas
- Make agreements, summary & positive ending
- Create Follow up meeting
- Reflect on conversation and outcome