

# Becoming Less Difficult

**Purpose:** Use this job aid to identify your own difficulties and what you can do to work on them.

When you know your own difficulty style, you can take steps to avoid the negative behaviors associated with that style.

## Personality types

Personality type	Characteristics	Constructive approaches
<b>Dominant-Controlling</b>	<ul style="list-style-type: none"><li>- fast-acting</li><li>- outgoing</li><li>- bold</li><li>- assertive</li><li>- enjoys challenges</li><li>- can get impatient with others who are slow or indecisive</li></ul>	<ul style="list-style-type: none"><li>- Adapt to others by asking them for their thoughts and opinions, and make time to explore other viewpoints.</li><li>- When feeling impatient about a decision or action, ask a person with a more thoughtful or analytical style to help you achieve balance.</li></ul>
<b>Analytical-Obsessive</b>	<ul style="list-style-type: none"><li>- methodical</li><li>- logical</li><li>- detail-oriented</li><li>- likes perfection</li><li>- has trouble making decisions or letting go of anything that isn't perfect</li></ul>	<ul style="list-style-type: none"><li>- Discuss the parameters of a project or task to determine what level of quality or accuracy is required.</li><li>- Attempt to meet the standard but not overexceed it.</li><li>- When asked to make a decision, engage someone of a different type (dominant or expressive) to help achieve balance.</li></ul>
<b>Expressive-Impulsive</b>	<ul style="list-style-type: none"><li>- enthusiastic</li><li>- people-oriented</li><li>- optimistic</li><li>- social</li><li>- likes motivating others</li><li>- has trouble with details or follow-through</li></ul>	<ul style="list-style-type: none"><li>- Soften your tone and voice, and try to listen more than you talk.</li><li>- Ask for opinions and consider ideas different than yours.</li><li>- Write down plans for carrying out ideas.</li><li>- Engage with others who are more organized and detail-oriented.</li></ul>
<b>Skeptical-Negative</b>	<ul style="list-style-type: none"><li>- more interested in what is bad than what is good</li><li>- complains and whines</li><li>- sometimes behaves like a "victim"</li><li>- pulls people down instead of raising them up</li><li>- can be quite adamant or opinionated</li></ul>	<ul style="list-style-type: none"><li>- Avoid getting drawn into a negative conversation.</li><li>- Listen and acknowledge what you heard.</li><li>- Ask how it might be better or different, and steer the discussion in a more positive direction.</li></ul>

**Course:** Difficult People: Can't Change Them, so Change Yourself

**Topic:** Identifying Your Own Difficulty Style