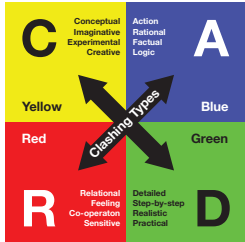


# Collaborating Effectively: 1:1 Personality, Stress & Communication

Type	Colour	Focus	Identifiers / Key Words	Defusing Stress: Giving Support To Them	Defusing Stress: Getting Support From Them
<b>Concept</b>	<b>Yellow</b>	<b>Why</b>	Big Picture / Future Focused / Thinks About Long Term & Wider Impacts – Impact Focused Stress / Anxiety	Let them finish and acknowledge their perspective before offering solutions / options	<i>"I am a concept person and need to know how / why this fits into the bigger picture of what we are doing..."</i>
<b>Action</b>	<b>Blue</b>	<b>What</b>	Black & White / Immediate Focus – 'Right / Wrong' Wants It Fixed 'Now' – Direct Active Personal Stress / Anger	Agree with them about the need to take action now and then outline realistic next steps and follow-up processes	<i>"I am an action focused person and just need you to simply tell me what the specific next step is..."</i>
<b>Relational</b>	<b>Red</b>	<b>Who</b>	Strong People Focus / Feelings, Care, Respect, Alignment, Emotions – Tangential / Passive Third Party Stress / Anxiety	Acknowledge feelings and empathise / apologise – offer realistic support and restorative actions and availability to support further as needed	<i>"I am a people person and sometimes find it hard to ask for help and worry about what others will think. What I really need from you right now is..."</i>
<b>Detail</b>	<b>Green</b>	<b>How</b>	Strong 'Rules' Focus – Fairness, Compliance With Policy / Process, Justice, Equity – Verbose Fairness Focused Stress / Anger	Let them finish and acknowledge their version of events and circumstances and the need to address the issues before providing detailed solutions / options	<i>"I am a details focused person and need you to tell me more specifically what is expected / needed / supposed to happen and by when in order to (complete this task / follow this procedure)..."</i>



# Collaborating Effectively: Groups Personality & Communication Tolerance

Recommended Sequence of Messaging Based on Communication Tolerance:

**ACDR = WHAT before WHY, then HOW before WHO**

Type	Colour	Focus	Communication Tolerance	Approach
Action	Blue	What	Very Low	Emphasis on right now / immediate practical actions
Concept	Yellow	Why	Low	Emphasis on linking actions to big picture / creative / future focused ideas
Detail	Green	How	Moderate	Emphasis on specifics / detailed steps needed for actions
Relational	Red	Who	High	Emphasis on people, support and interactions needed for actions

**ACDR Group Communication Recipe: In 2 Simple Sentences (Spoken or Email)**

- **1st Sentence:** *We need to do (WHAT)... in order to achieve (WHY)...*
- **2nd Sentence:** *By taking these steps (HOW)... we will help (WHO)...*

**Hi Everyone,**

*Just a quick reminder about our HPT workshop on Friday next week which is part of the wider High Performance Teams program we've all committed to. This session will focus on enhancing team communication and will be held in training room 4.2, 8.30am – 4.00pm (agenda attached) and I'm really looking forward to seeing everyone and having a great day learning together!*