

Crystal Cheat Sheet

UNDERSTANDING YOUR TEAM

Within any team, people respond to direction, leadership, and feedback in different ways. To be an effective communicator, you need to adapt to a variety of communication styles and preferences.

By understanding your colleagues' preferences and adjusting your own style to meet them, you can foster stronger engagement and boost team productivity.

Dominant Personalities

BE DIRECT, VISIONARY, RISK-TOLERANT

RUNNING MEETINGS

Be brief and only schedule meetings when necessary.

GIVING FEEDBACK

Be direct, actionable, and focused on the most important points.

HANDLING CONFLICT

Conflict is essential, but make sure it's actionable and objective.

LEADING THE TEAM

Lead with authority and don't hesitate to delegate responsibilities

Influential Personalities

BE PERSONABLE, ADAPTABLE, ENTHUSIASTIC

RUNNING MEETINGS

Do in-person meetings when possible, without a rigid agenda.

GIVING FEEDBACK

Focus on the high level and deliver with encouragement.

HANDLING CONFLICT

Can be powerful for new ideas, but can also lead to arguments.

LEADING THE TEAM

Collaboration is essential to build relationships and achieve goals.

Conscientious Personalities

BE METHODICAL, PRAGMATIC, RISK-AVERSE

RUNNING MEETINGS

Should be minimal, formally scheduled, and with an agenda.

GIVING FEEDBACK

Be specific, detailed, and deliver with logical reasoning.

HANDLING CONFLICT

Useful in discovering truth and underlying issues.

LEADING THE TEAM

Allow individuals to make their own contributions and processes.

Steady Personalities

BE THOUGHTFUL, DIPLOMATIC, RISK-AVERSE

RUNNING MEETINGS

Do in-person meetings when possible, with a prepared agenda.

GIVING FEEDBACK

Thoughtfully explained and delivered with empathy.

HANDLING CONFLICT

Handle with caution; conflicts can result in hurt feelings.

LEADING THE TEAM

Make sure everyone is on the same page.