



USING PERSONALITY TO **NAVIGATE CHANGE**

How understanding personality can help you ease the process of change

TABLE OF CONTENTS

3 CHANGE CAN BE FRUSTRATING

5 UNDERSTANDING PERSONALITY

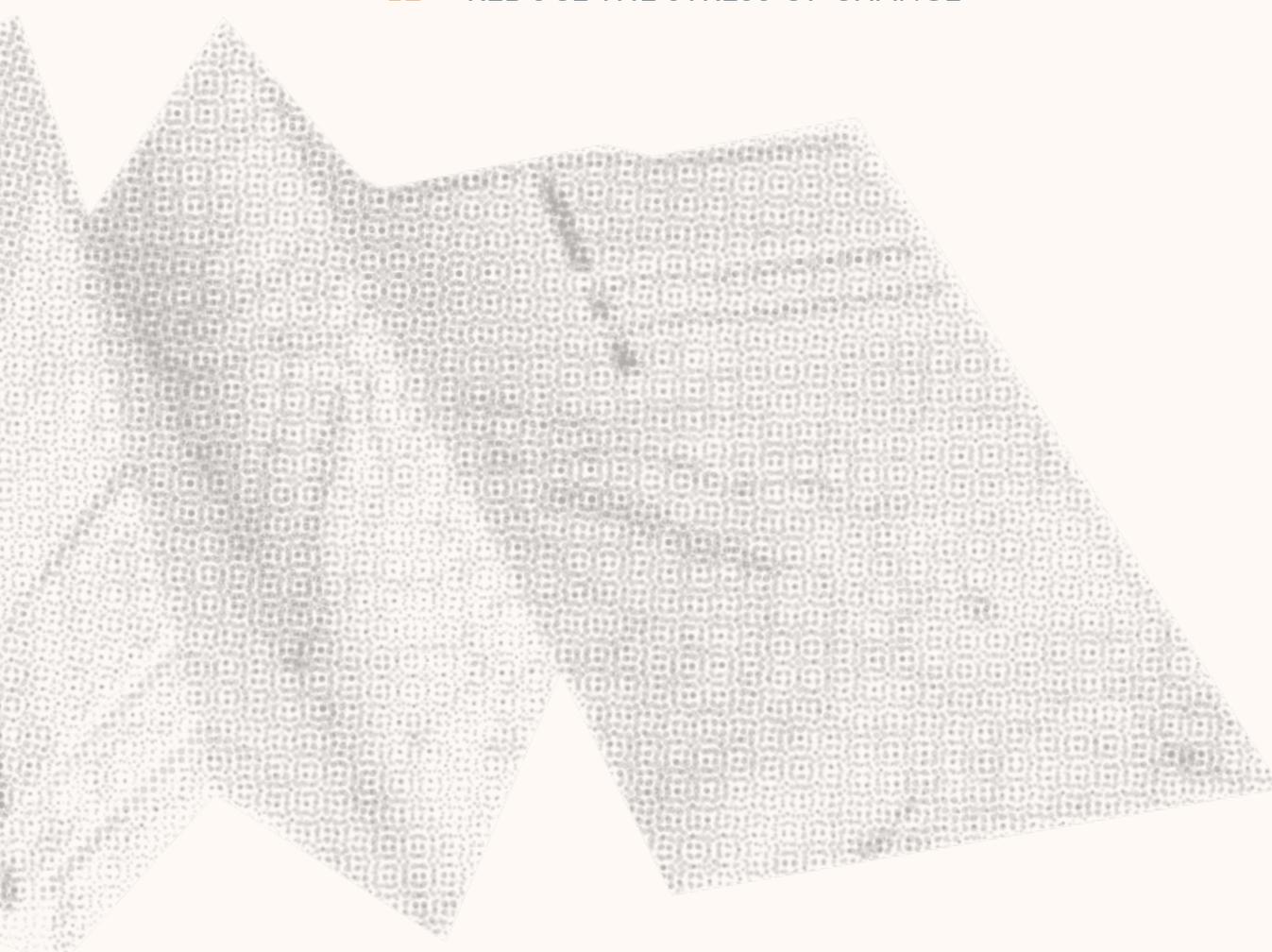
D-types

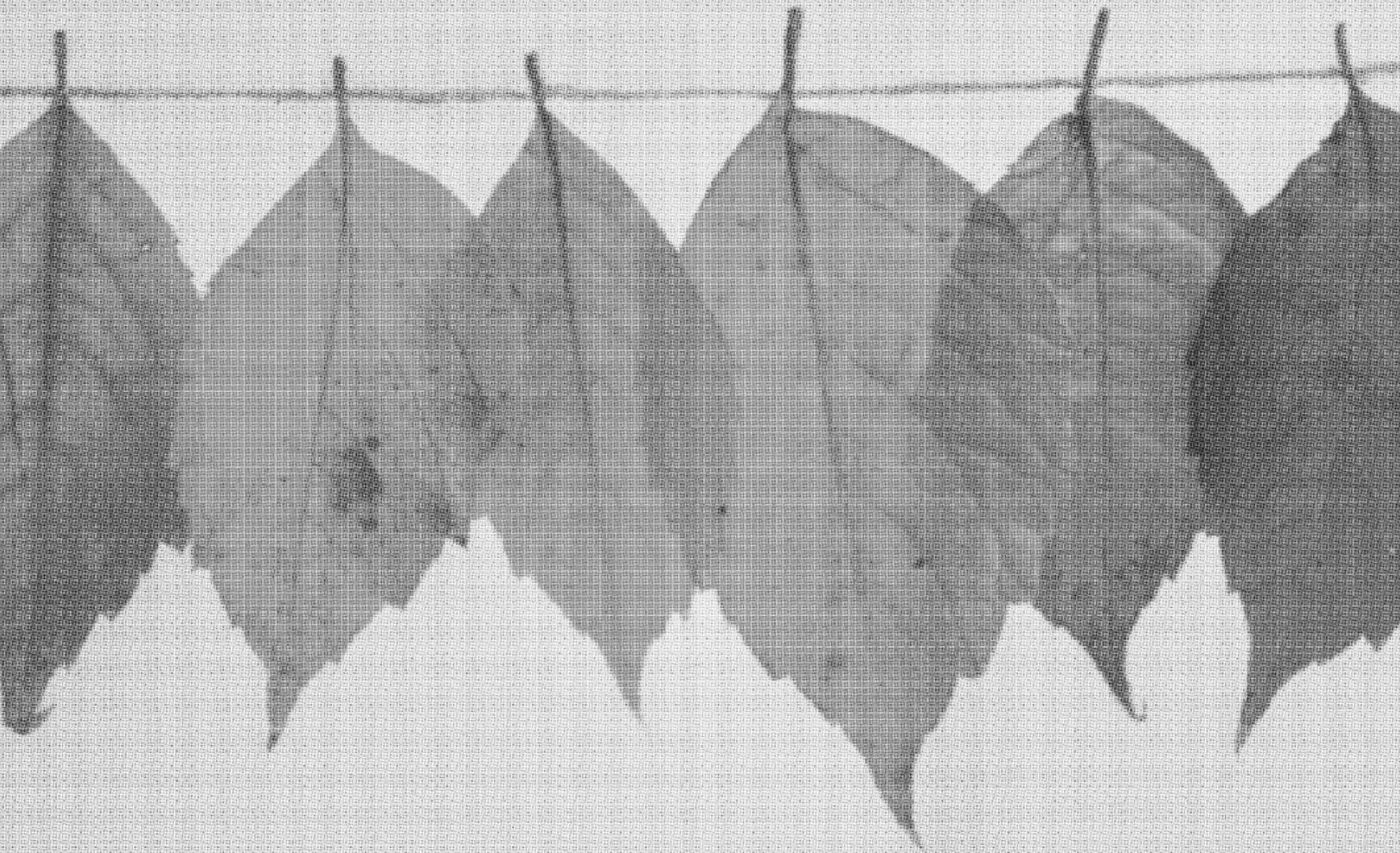
I-types

S-types

C-types

12 REDUCE THE STRESS OF CHANGE





**Change Can
Be Frustrating**

CHANGE CAN BE FRUSTRATING

Navigating change can be really challenging for many of us. We wake up at the same time every day, go to work the same way, eat meals on a consistent schedule, and more. Routine is engrained so deeply into our modern world that we often don't even realize how much of our lives centers around regularity. That is, until something shifts.

When there's a change in our day-to-day schedule, it can have a major impact on other areas of our lives. For people who find comfort in routine, an unexpected shift can easily throw off their day, while other people may have an easier time taking on a new situation.

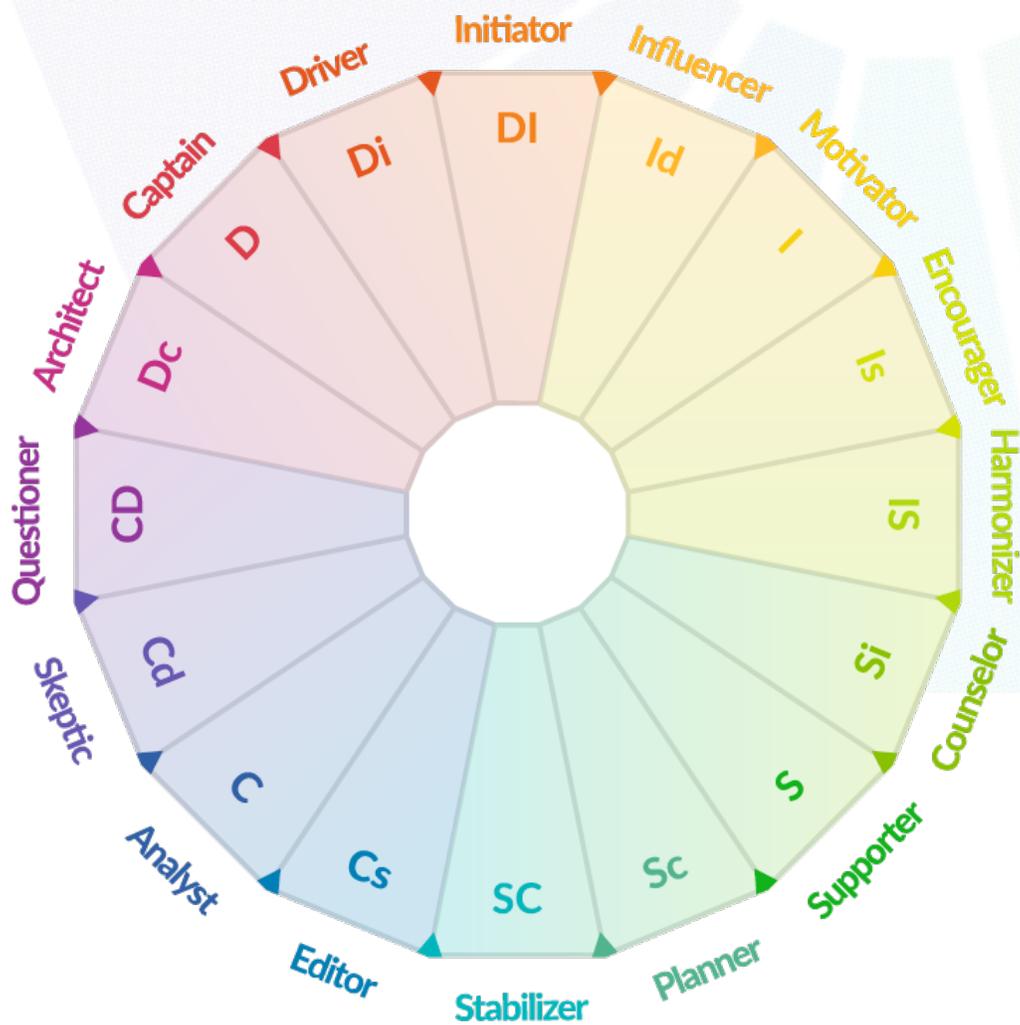
In order to help other people navigate changes, big or small, it's important to understand how change is likely to affect them personally. Just as people have unique likes, strengths, motivations, and more, they also have their own way of processing that which is new. By knowing how those around you are likely to be affected by change, you can learn how to help them navigate it.



UNDERSTANDING PERSONALITY

Without getting too technical, when Crystal determines someone's personality, it uses a framework called DISC to classify their personality into a few categories which we refer to as D (dominance), I (influence), S (steadiness), and C (conscientiousness). Each of us has a primary DISC type in one of these categories and sometimes a secondary DISC type in another. To keep things simple, we separate these into easy-to-remember labels called Archetypes

You can see them all on this graphic called the Personality Map:



Below is a breakdown of common personality traits within each of the categories in DISC.



D Personality Types: *Captains, Drivers, Initiators, Architects*

- Motivated by control over the future and personal authority
- Tend to prefer instant, concrete results and having an advantage over competition
- Communicate clearly and succinctly

I Personality Types: *Influencer, Motivator, Encourager, Harmonizer*

- Motivated by innovative, unique, creative ideas and excited by the future
- Tend to prefer building new relationships and experiences
- Communicate in a casual, expressive way



S Personality Types: *Counselor, Supporter, Planner, Stabilizer*

- Motivated by peace, safety, and others' wellbeing
- Tend to prefer security, reliability and trust
- Communicate in a friendly and genuine way

C Personality Types: *Editor, Analyst, Skeptic, Questioner*

- Motivated by logic, information, and problem solving
- Tend to prefer accurate information and quality solutions (quality over quantity)
- Communicate in a business-like, fact-based way



These differences are extremely important for your approach to change. For example, someone who is a scheduled, people-oriented Supporter (S) is less likely to feel comfortable with change, especially if it detracts from the things they enjoy, like connecting with others. They'd usually prefer to find stability in their routine. A Motivator (I), on the other hand, tends to enjoy switching things up and may thrive in a time of uncertainty.

By understanding the different personality types, you can learn more navigating change with others.





Navigating Change by Type

D TYPE'S STRENGTHS

Self-assured, assertive D-types can adapt to changing situations, as long as they know their ability to reach their goals won't be affected. They have the ability to overcome obstacles with ease and readjust their visions to fit the circumstances, when needed. However, if the new situation will directly impact their personal freedoms or ambitions, D-types may feel very frustrated by the change.

When navigating change with D-types...

- Explain how the change will help their goals
- Take action quickly and decisively
- Demonstrate boldness and willingness to make tough choices
- Address how it affects them directly

If D-types are able to maintain autonomy and express their opinions on the change, they are likely to feel more comfortable with it. Be prepared for pushback if they don't understand the point of the change. To help make the process easier for D-types, be sure to keep the process efficient while maintaining productivity.



I TYPE'S STRENGTHS

Adaptable, enthusiastic I-types are likely to adjust well to a new situation. They are naturally go-with-the-flow people who enjoy the excitement of new opportunities. When they are able to implement new ideas and try new things, they're most likely to thrive.

When navigating change with I-types...

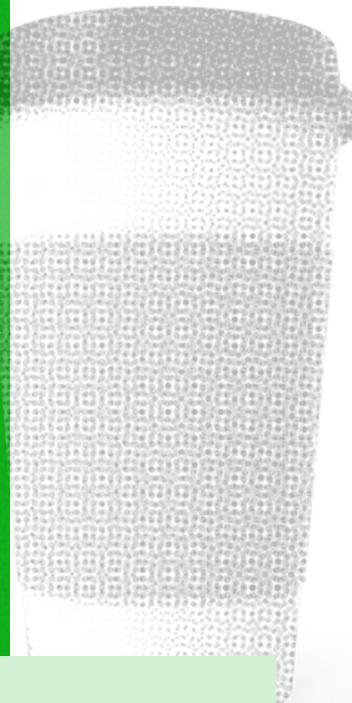
- Use fast-paced, enthusiastic descriptions
- Help keep them focused and on-track
- Treat the situation casually
- Stay open to brand new ideas, as long as they are oriented toward the same goal

Since I-types are skilled at adapting to change, they may have good ideas for how to get others on board. Their optimism and charisma can help others to see the glass as half full in any situation, which may help prevent frustration from other team members. Give I-types a chance to show their strengths during times of change.



S TYPE'S STRENGTHS

Routine-oriented, consistent S-types tend to seek stable environments and may be somewhat disrupted by a new situation. They often dislike change, especially if it comes without warning. S-types prefer the comfort that comes with predictability to the risks and unfamiliarity that may accompany change, so it's important to be patient as they adapt to something new.



When navigating change with S-types...

- Keep others involved
- Expect them to adjust over time
- Make sure a consistent schedule is in place
- Listen to their concerns about how a change may cause disruption

New situations can throw S-types off of their natural rhythm. Rather than rushing them to get on board with a change, take it one step at a time when working alongside S-types. With support, encouragement, and time to come around to change, they are likely to adjust well.



C TYPE'S STRENGTHS

Calculated, scheduled C-types tend to prefer predictability and organization to innovation for the sake of newness. If a change is occurring for a good, well-proven reason and C-types are told about it well in advance, they are likely to come around to it. However, a new situation that is sprung on them either at the last minute or after the fact will probably frustrate or overwhelm them.



When navigating change with C-types...

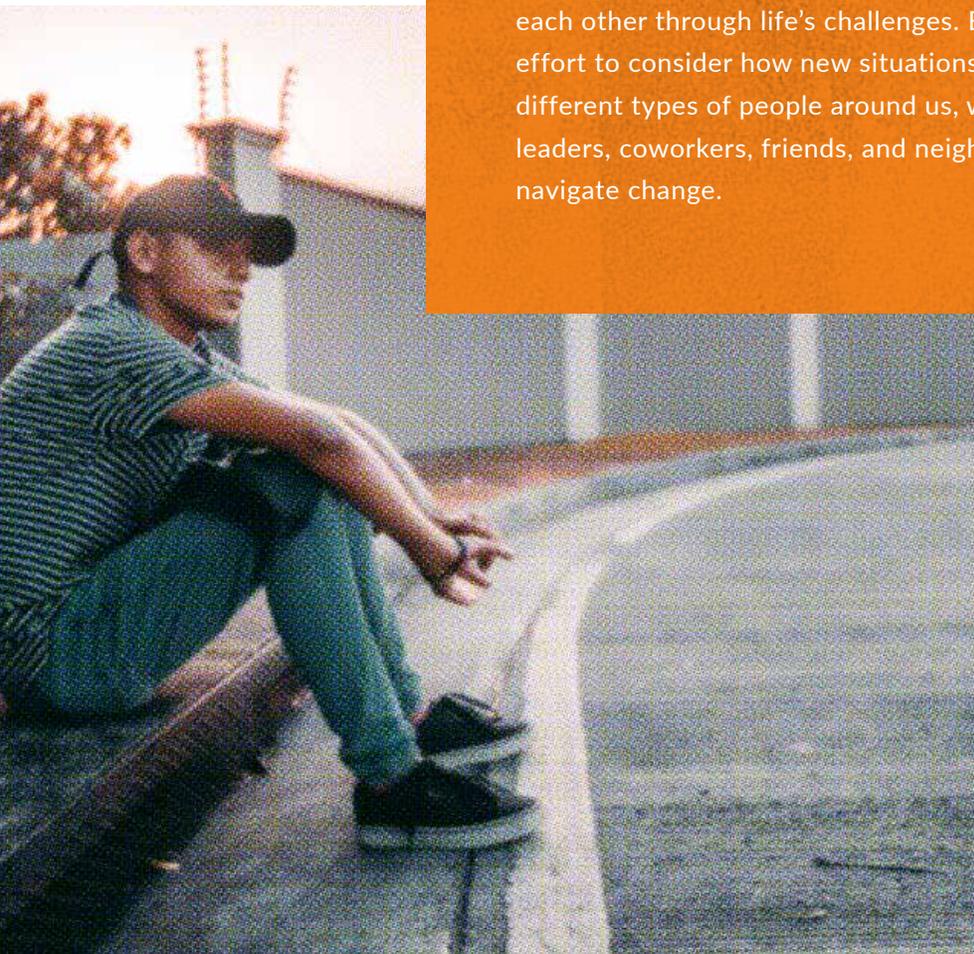
- Ask if any other resources are needed
- Explain how the change will help solve particular problems
- Provide clear specifics about how the situation will unfold
- Expect them to express concern

Because change can throw C-types off if they're unprepared, offer some form of consistency outside of the new situation, so they're able to feel more comfortable and steady. Make sure to listen to their suggestions, as they're likely to come up with good, logical ideas that can help prevent problems. As long as you're able to include them in the process and give them time to adjust, C-types are likely to accept change.



REDUCE THE STRESS OF CHANGE

While some people handle change better than others, at times it can be scary for all of us. It can be draining to navigate unfamiliar territory when you're unsure how it will all turn out. However, with a little practice, we can begin to understand ourselves and others better so we're more prepared to process and help each other through life's challenges. By making an effort to consider how new situations may affect the different types of people around us, we can be better leaders, coworkers, friends, and neighbors as we navigate change.



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