

HKIVM CPD Seminar – Knowing Me Knowing You

By Lillian Chan

A CPD workshop on how to realize the values of your “Partners” in respect of their personal characteristic was held on 23 February 2016 with 12 participants attended. In the workshop, participants identified the following top 3 communication issues in their daily working life:

- 情緒 / 語言質素
- 不站在他人立場 / misunderstanding
- 缺乏互信

The DISC personal characteristic model was introduced by Ms Lillian Chan, the workshop facilitator. Participants tried to aware who they are from the following characteristics.

For more information, please visit www.discprofile.com

		Knowing You	
		Task Focus	People Focus
Quick Response	Dominance	Character: High Egos Focus: Target oriented Stimulated by: Challenge Fear: Lost control Under pressure: Ignore other's view and feeling	Influence Character: Optimistic Focus: People oriented Stimulated by: Social recognition Fear: Social rejection Under pressure: Chaos
	Slow Response	Conscientiousness	Steadiness Character: Consistence Focus: Team oriented Stimulated by: Stable Fear: Unstable / change Under pressure: Give-up

They were then grouped under the same type and listed what they were going to behave “tomorrow” to improve communication with their working partners. The behaviours were shared and feedback by other groups, they summarised the effective communication behaviour as follows:

<u>Dominance</u> <ul style="list-style-type: none"> 講重點 / 精要 / 摘要 Well prepared for questioning Quick response / 快 Bring up top priority issues / problems first 唔好吹水講廢話 	<u>Influence</u> <ul style="list-style-type: none"> 肯定佢地的價值 多聽少講 多讚美 比面 欣賞
<u>Conscientiousness</u> <ul style="list-style-type: none"> 唔好對佢指指點點 跟標準 / 跟 programme / 跟足要求 讚佢工作 / 欣賞 	<u>Steadiness</u> <ul style="list-style-type: none"> 唔好比太大壓力 支持佢 / 一齊做 鼓勵