

LIVE WEBINAR

# WORKING WITH DIFFERENT PERSONALITIES



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## WEBINAR SPEAKER



**Rick Rittmaster**, Associate Dir. of Human Capital  
United Health Group

- ✓ Is my style getting in the way?
- ✓ Are we learning from each other?
- ✓ Cultural communication nuances

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## WHAT IF IT'S ME?

a fish doesn't know it is wet



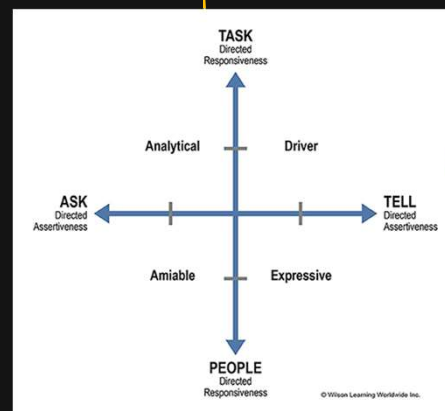
3

## WHAT IF IT'S ME?

Know Your Style

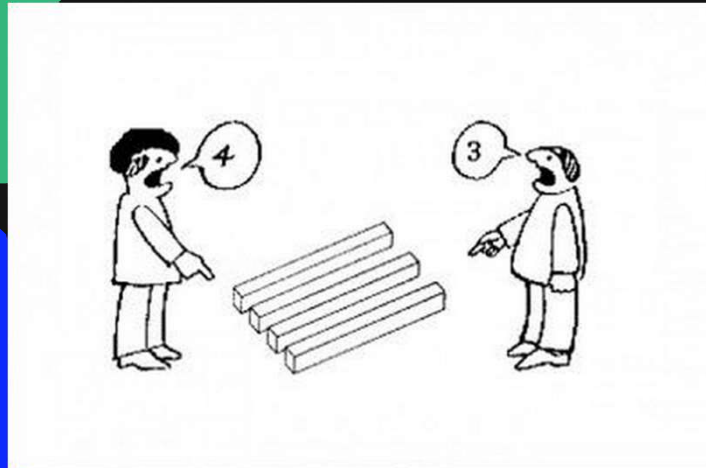
Ask for Feed-Forward

- What can I do to be even better next time?



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## WHAT IF IT'S THEM?



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## WHAT IF IT'S THEM?



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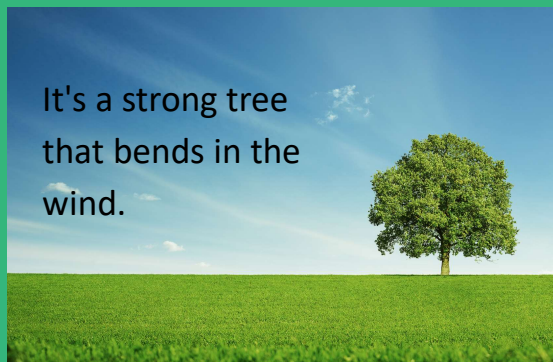
# WHAT IF IT'S THEM?

Replace blame with curiosity!



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## BE A STRONG TREE



It's a strong tree  
that bends in the  
wind.

Stay Aware of Your  
Emotions

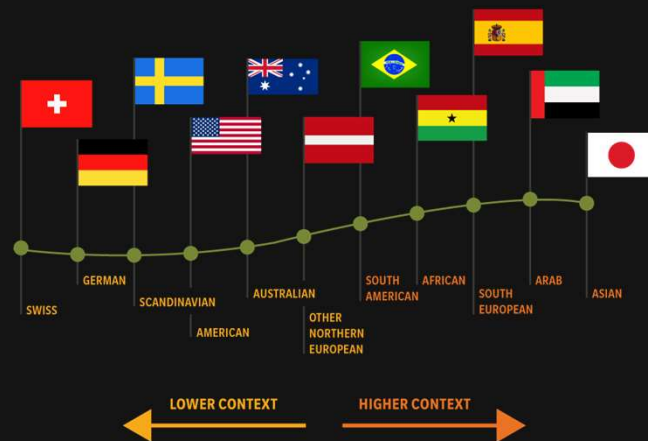
Focus on Solutions, Not  
Problems

Keep a Sense of  
Perspective

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## DON'T FORGET ABOUT CULTURE!

### HIGH CONTEXT VS. LOW CONTEXT CONTINUUM



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## What if it's me?

Is my style getting in the way?

## What if it's them?

Is it ok to admit mistakes?  
Are we learning from each other?

## Be a strong tree.

Stay flexible, keep moving forward.

## Adjust for culture.

Know cultural communication nuances.

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Thanks for joining us!

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