

Building Iron Strong Teams: Creating Drama-Free Environments

*"Chaos, stress, and drama are a PART of life
and a part of our relationships.*

But they do NOT have to be a WAY of life".

~ Jen McDonough



PERSON I ADMIRE MOST: _____

PERSON WHO DRIVES ME NUTS (OR A PSEUDONYM): _____

Building Space for Grace in Our Relationships



Action: STOP - take a _____ and step back

The act of stopping, taking a breath, and stepping back from chaotic relationship situations gives us that margin, which is that space of grace that gives us the choice to respond with intention.

***“The need to build resiliency
in our own lives is crucial
to the ability to build
resilient relationships around us.”***



Mindset - Self Awareness: Developing _____

awareness to allow for intentionality versus reaction:



Action: Ask Yourself: Is it them or is it _____ ?

Hint: If the first 5 people you meet that day have offended you in some way, chances are it is you.

If me: What is the motivation behind my behavior? Do I have things going on that are causing me stress, fear, or irritation?

If so, how do I want to _____ to respond?

If them: Could it be that I unintentionally set off a fear, irritation or stress trigger?

If so, how do I want to choose to _____ ?

Is there a motivation behind their behavior that could indicate that their reaction is due to fear, irritation or stress? If so, how do want to choose to respond? _____



Mission: Identifying your _____ will allow you to achieve the desired outcomes. It is easy to get wrapped up in the relationship drama going on around us.



Action: Ask Yourself

- At the end of the day, what is it that I am trying to achieve (meaning what is my main mission)?
- Am I worried about being “right” and feeling justified at the moment or am I interested in moving the mission forward and/or making a meaningful connection? In other words am I interested in winning the battle at the moment or can I see beyond the battle to win the war?
- Do I care enough about the mission (the goal) or the relationship to meet this person where THEY are at versus my knee jerk reaction to how I want to respond?

“Serving from a place of strength requires self-awareness, intentionality and willingness to reach out for help.”

D Personality Style

Dominant, Driven, Decisive, Direct

Make up ~3% of U.S. population according to People Keys

The D Style in your Organization

General Characteristics

Direct, Decisive

High ego strength

Problem solver

Risk-taker, Self-starter

Value to Team

Bottom-line organizer

Places high value on time

Challenges status quo

Innovative

Possible Weaknesses

Oversteps authority

Argumentative attitude

Dislikes routine

Attempts too much at once

Greatest Fear: Being taken advantage of

General Description: People with strong D-personality styles like to be in positions of authority, or where they can do things on their own terms. They tend to be risk-takers and self-starters, who are extremely goal-oriented and even competitive. They are excellent problem-solvers and big-picture thinkers and tend to respond well to logic, reason, and information, but not emotion.

Greatest Fear: The D's greatest fear is being taken advantage of by someone, especially someone they trusted. As a result, they tend to strive for positions of authority, where they can be in charge of making decisions and controlling environments.

Motivated By:

- New challenges
- Meeting goals
- Competition
- Power and authority to take risks and make decisions
- Freedom from mundane tasks, repetition, and routines
- Appreciation and recognition by others
- Awards

People you may recognize as a D style include Beyoncé, Gordon Ramsay and Jennifer Lopez

When Communicating with a D-Style Personality

Communication Do's

Be brief, direct and to the point

***Ask "what" questions, not "how
questions***

Communication Don'ts

Ramble or repeat Yourself

***Focus too much on details and
processes instead of goals and end
results***

I Personality Style

Influential, Inducing, Impulsive

Make up ~11% of U.S. population according to People Keys

The I Style in your Organization

General Characteristics	Value to Team	Possible Weaknesses
Enthusiastic	Creative problem solver	Concerned with popularity
Trusting, optimistic	Great encourager	Inattentive to detail
Persuasive, talkative	Motivates others to achieve	Overuses nonverbals
Impulsive, emotional	Positive sense of humor	Tends to listen only when convenient
Greatest Fear: Rejection	Peacemaker	

General Description: People with strong I-personality styles are very talkative, enthusiastic, and optimistic. They thrive on fun experiences and being around other people. The I-style will talk to a complete stranger and is not afraid to be the center of attention. Usually, our I styles are great storytellers They tend to be both trusting and optimistic. Because they can get people on their side very quickly and can talk their way in and out of most things, the I-style is known to be both persuasive and influential.

Greatest Fear: The I-Style great fear is being rejected by others. As a result, they go out of their way to be fun, outgoing, and likeable.

Motivated By:

- Flattery and praise
- Popularity and acceptance
- A friendly environment
- Freedom from many rules and regulations
- Other people to handle the details
- Creativity

People you may recognize with as high I styles include: Adam Sandler, Jim Carry and Robin Williams

When Communicating with an I-Style Personality

Communication Do's

Give them opportunity to verbalize about ideas, people, and their intuition.

Assist them in developing ways to transfer talk into action. Create incentives for following through on tasks. Submit details in writing.

Communication Don'ts

Do all the talking

Tell them what to do. They are independent and creative. They can make it work.

S Personality Style

Stable, Sincere, Sympathetic

Make up ~69% of U.S. population according to People Keys

The S Style in your Organization

General Characteristics	Value to Team	Possible Weaknesses
Good listener, team player	Reliable and dependable	Resists change
Possessive	Loyal team worker	Takes a long time to adjust to change
Steady, predictable	Compliant with authority	Holds a grudge, sensitive to criticism
Understanding, friendly	Good listener, patient, empathetic	
Greatest Fear: Loss of security	Good at reconciling	Difficulty establishing priorities

General Description: The DISC theory splits people's personalities into 4 different groups - D - I - S - C. People with strong S-personality styles are described as steady and stable. They seek out routine, predictability, and safety in their day-to-day life and routine. They strive for close and personal relationships and positive environments without conflict. They are peacemakers, good listeners, and truly loyal friends and supporters. Aside from being positive, friendly, patient, and sympathetic, S-personalities can also be possessive of their loved ones and at times, passive aggressive in their effort to avoid conflict or negativity.

Greatest Fear: In the DISC personality systems, the S-Style has an innate fear of losing their safety and security. As a result, they create routines and resist change.

Motivated By:

- Recognition for loyalty and dependability
- Safety and security
- No sudden changes in procedure or lifestyle
- Activities that can be started and finished
- Peaceful and conflict-free relationships and environments
- Sincere appreciation

Famous S personalities you may recognize are Mr. Rogers, Charlie Brown, and Gandi

When Communicating with an S-Style Personality

Communication Do's

Create a favorable environment; personal and agreeable. Be patient and kind.

Provide them with clarification for tasks and answers to "how" questions. Clearly define goals, procedures and their role in the overall plan.

Communication Don'ts

Be pushy, overly aggressive, or demanding.

Be impatient with their questions or use vague or over generalized answers.

C Personality Style

Conscientious, Creative, Compliant

Make up ~17% of U.S. population according to People Keys

The C Style in your Organization

General Characteristics	Value to Team	Possible Weaknesses
Accurate, analytical	Perspective, "the anchor"	Needs clear-cut boundaries for actions/relationships
Conscientious, careful	Even tempered	Bound by procedures and methods
Fact-finder, precise	Thorough in all activities	Gets bogged down in details
High standards, systematic	Defines situations and gathers	Prefers not to verbalize feelings
Greatest Fear: Criticism	Criticizes and tests information	Will give in rather than argue

General Description: People with strong C-personality styles are described perfectionists. They place strong value on being accurate, correct, and seeing something through to the end. They take great pride in their work. They think in a very logical, analytical, and systematic way, and tend to be excellent at problem solving and creative thinking. They hold very high standards, both for themselves and others, which results in being somewhat critical. C's are realistic and careful, tending towards being quiet and at times solitary.

Greatest Fear: The C-Style has an innate fear of being criticized, especially for their work. As a result, they spend a lot of time and energy on being accurate and correct.

Motivated By:

- High standards of quality
- Ample time and organization to do things correctly
- Recognition for work well done and how long certain things take
- Limited social interaction
- Detailed tasks/instructions; clear parameters and expectations
- Logical organization of information
- Peaceful, non-confrontational environment & relationships

Famous C personalities include Bill Gates, Steve Jobs, Albert Einstein and Mr. Spock

When Communicating with a C-Style Personality

Communication Do's

Prepare your case in advance. Know pros and cons. Support ideas and statements with accurate data.

Reassure them that change has been thought out and will have ample time

Communication Don'ts

Refuse to explain details. Argue your point with generalizations or inaccurate data.

Spring change on them or not have a plan or reason for a decision

List things out that make a perfect day

List things out that make the worst day

More About You

Are you task-driven or people-driven?

Are you fast-paced or slower-paced?

How would you respond to the "same mission " with a different approach exercise?
As a D, I, S, or C?

How would you respond to the "honor and respect" with a different approach exercise?
As a D, I, S, or C?

Notes:

What are my:

Fear triggers: _____

Stress triggers: _____

Motivators: _____

Weaknesses/Energy drainers: _____

When I am in fear mode or stressed out, it affects my relationships because I can sometimes:

My best self-care tools I can go to when I get stressed are:

These are my go-to solutions that bring me joy, keep me grounded and or give me energy:

***“You don’t have to be great to start,
but you have to start to be great.”***

- Zig Ziglar

Let's Pull It All Together

What was my main "aha" moment from this session?

When I think of the 'nails on the chalkboard' person in my life what are some ideas that would help me respond or connect in a way that would help create resiliency within our relationship?

What is the one thing I am willing to do differently this next week as a result of this session?

Other Notes:

Have friends, co-workers, or family you would like to take the quiz? Feel free to share: www.TheIronJen.com/quiz (Discounted bulk DISC assessments available for purchase - if interested contact Jen@TheIronJen.com)



In her roles as a motivational storyteller and engaging Amazon Top 100 author, Jen McDonough (aka The Iron Jen) works with high-stress, high-demand, and service-oriented organizations to cultivate resilient team members who can walk through any fire.

Jen and her family are most known for paying off over \$212,000 worth of debt and medical expenses in four years. Their story has been featured in local, national, and international media.

She is also an 8-time national weightlifter, 2-time US Olympic Festival medal winner, and Minnesota Hall of Fame inductee as well as an Ironman triathlete and former volunteer firefighter.

All three of Jen's books have hit Amazon's Top 100 categories including her book *5 Minutes a Day to Living Beyond Rich* which hit #1 under Amazon's budgeting category.

When Jen is not presenting keynotes, workshop sessions, and seminars around the country to high-stress groups ways to strengthen leaders from within through resilience, she enjoys spending time with her four awesome kids, one handsome husband, and three naughty dogs in Lindstrom, MN.

To find out more about Jen, please visit her website: TheIronJen.com.

Know any organizations interested in Jen's sessions around resiliency? Please reach out to us at: Jen@TheIronJen.com