



Valuing Differences - Creating Unity

Roz Johnson Strong, M.Ed., MCLC
Founder / Chief Learning Officer
Renovatio Learning & Development



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Valuing Differences - Creating Unity

Self Discovery
Communication Strategies
Conflict Navigation
Team Building

- Introduction & TC Evolution
- Discovering Your True Colors
- **Brightest Color Activity**
- **Blended Colors Activity**
- Communication Strategies
- Introversion and Extraversion
- **Writing Activity**
- **Listening Activity**
- Conflict Navigation
- Team Building
- **Wrap Up and Reflect**

Agenda

Participant Workbook
 &
 Participant Journal



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The Cornerstone of True Colors

Understanding others begins with understanding ourselves.



3

Taking the time to
learn someone else's
language doesn't
change who you are.

It simply makes you
MULTI-LINGUAL.



4

Taking the time to learn someone else's
language doesn't change who you are.
It makes you multi-lingual.



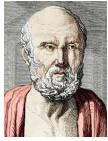
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Expand today's experience
beyond your workplace.



6

True Colors Evolution



400 B.C. Hippocrates
Four Types – Body Fluids
 (sanguine, choleric, melancholic, phlegmatic)



1956 Katharine Briggs & Isabel Briggs-Myers
Myers-Briggs Type Indicator (MBTI)
 16 types, but rooted in 4



1921 Carl Jung
Swiss Psychiatrist
4 Psychological Types
 (sensation, intuition, thinking, feeling)



1967 David Keirsey & Marilyn Bates *"Please Understand Me"*
4 Temperament Types
 (artisan, guardian, rational, idealist)



1928 William Marston
Psychologist
DISC Profile
 (Dominance, Influence, Steadiness, Conscientiousness)



1978 Don Lowry
Simplified – 4 Colors – FUN
Orange – Gold – Green – Blue

Different approaches, but each is rooted in near identical concepts.
 Understanding "you" – True Colors, MBTI, DISC, and others...



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What makes True Colors unique?

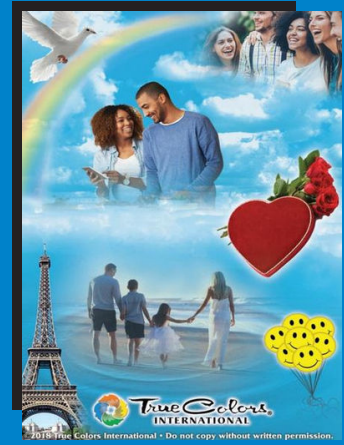
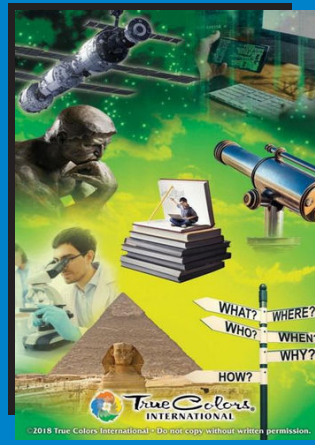
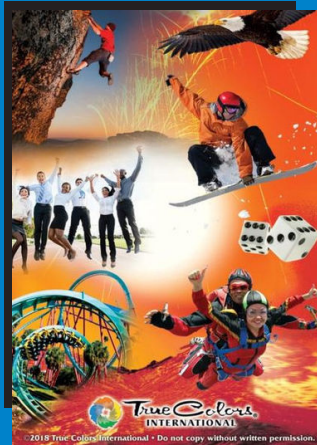


User-Friendly Memorable Interactive Experiential
 Emphasizes Engagement, Participation...and FUN!
 Self-Reflection Assessment – not a test

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CARD SORT (Front then Back)



Context: What are Your True Colors Today?

9



What is your True Color Spectrum?

(front and back of card)

4 is most like you

3 is almost like you

2 is somewhat like you

1 is least like you

Card Sort Results

4	3	1	2
ACTIVE OPPORTUNISTIC SPONTANEOUS	PARENTAL TRADITIONAL RESPONSIBLE	VERSATILE INVENTIVE COMPETENT	AUTHENTIC HARMONIOUS COMPASSIONATE
COMPETITIVE IMPETUOUS IMPACTFUL	PRACTICAL SENSIBLE DEPENDABLE	CURIOUS CONCEPTUAL KNOWLEDGEABLE	UNIQUE EMPATHETIC COMMUNICATIVE
REALISTIC OPENMINDED ADVENTURESOME	LOYAL CONSERVATIVE ORGANIZED	THEORETICAL INGENUOUS COMPOSED	DEVOTED WARM POETIC
DARING IMPULSIVE FUN	CONCERNED PROCEDURAL COOPERATIVE	DETERMINED COMPLEX COMPOSED	TENDER INSPIRATIONAL DRAMATIC
EXCITING COURAGEOUS SKILLFUL	ORDERLY CONVENTIONAL CARING	PHILOSOPHICAL PRINCIPLED RATIONAL	VIVACIOUS AFFECTIONATE SYMPATHETIC
TOTAL ORANGE	TOTAL GOLD	TOTAL GREEN	TOTAL BLUE

THIS IS YOUR TRUE COLORS SPECTRUM!

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Word Cluster Sort



ACTIVE OPPORTUNISTIC SPONTANEOUS	3	PARENTAL TRADITIONAL RESPONSIBLE	2	VERSATILE INVENTIVE COMPETENT	1	AUTHENTIC HARMONIOUS COMPASSIONATE	4
COMPETITIVE IMPETUOUS IMPACTFUL	3	PRACTICAL SENSIBLE DEPENDABLE	2	CURIOUS CONCEPTUAL KNOWLEDGEABLE	1	UNIQUE EMPATHETIC COMMUNICATIVE	4
REALISTIC OPEN MINDED ADVENTURESOME	3	LOYAL CONSERVATIVE ORGANIZED	4	THEORETICAL SEEKING INGENUOUS	2	DEVOTED WARM POETIC	1
DARING IMPULSIVE FUN	4	CONCERNED PROCEDURAL COOPERATIVE	3	DETERMINED COMPLEX COMPOSED	1	TENDER INSPIRATIONAL DRAMATIC	2
EXCITING COURAGEOUS SKILLFUL	4	ORDERLY CONVENTIONAL CARING	3	PHILOSOPHICAL PRINCIPLED RATIONAL	1	VIVACIOUS AFFECTIONATE SYMPATHETIC	2
TOTAL ORANGE		TOTAL GOLD		TOTAL GREEN		TOTAL BLUE	

THIS IS YOUR TRUE COLORS SPECTRUM!



Word Cluster Sort

4 is most like you

3 is almost like you

2 is somewhat like you

1 is least like you

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Final Tally

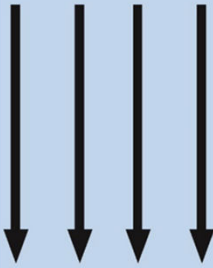
- 24 points Max
- 6 points Min
- 60 points Total

You are all 4 colors.

Your points illustrate the
“intensity” of that set of traits.

Page 1 – Journal / Page 12 - Book

Add Each Column Down



Your True Colors





	4		3		1		2
ACTIVE OPPORTUNISTIC SPONTANEOUS	3	PARENTAL TRADITIONAL RESPONSIBLE	2	VERSATILE INVENTIVE COMPETENT	1	AUTHENTIC HARMONIOUS COMPASSIONATE	4
COMPETITIVE IMPETUOUS IMPACTFUL	3	PRACTICAL SENSIBLE DEPENDABLE	2	CURIOUS CONCEPTUAL KNOWLEDGEABLE	1	UNIQUE EMPATHETIC COMMUNICATIVE	4
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EXCITING COURAGEOUS SKILLFUL	4	ORDERLY CONVENTIONAL CARING	3	PHILOSOPHICAL PRINCIPLED RATIONAL	1	VIVACIOUS AFFECTIONATE SYMPATHETIC	2
TOTAL ORANGE	21	TOTAL GOLD	17	TOTAL GREEN	7	TOTAL BLUE	15

THIS IS YOUR TRUE COLORS SPECTRUM!

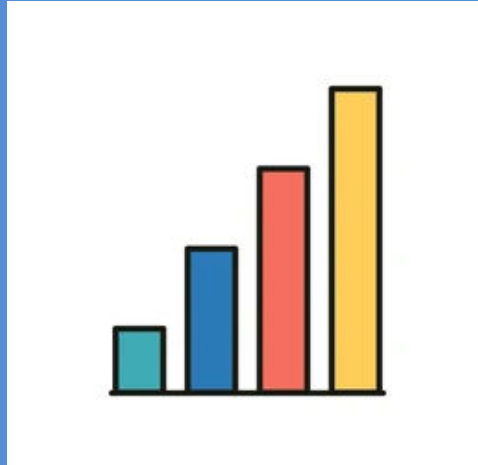
Don't forget the top row!

Tie? Look at pictures only and then decide.

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My True Colors Spectrum



Page 1 of your Participant Journal

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Power Combos

Your **4-color spectrum** is your
“default setting.”

Your **first 2 colors** are the brightest and most
influential in your life – known as your
“Power Combo.”

Page 1 of your Participant Journal

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ORANGE ATTRIBUTES

- Playful
- Energetic
- Adventurous
- Charming
- Risk-Taker
- Quick Witted
- Master Negotiator
- Resourceful
- Action-Oriented
- Competitive
- Impulsive
- Spontaneous
- Troubleshooter
- **Play, then work**



Prefers informal environments, appreciates immediate feedback and likes tangible rewards.

Jim Carrey, Ryan Reynolds

Page 2 of your Participant Journal – who are some Oranges, Golds, Greens, and Blues you might know?

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GOLD ATTRIBUTES



- Responsible
- Dependable
- Organized
- Planner
- Detail-Oriented
- Traditional
- Helpful
- Dutiful
- Scheduled
- Trustworthy
- Values Order
- Loyal
- Predictable
- **Work first, then play**

Prefers formal environments, has a strong work ethic, and has the right way to do everything.

Queen Elizabeth, Martha Stewart

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GREEN ATTRIBUTES

- Analytical
- Innovative
- Knowledgeable
- Theoretical
- Visionary
- Philosophical
- Complex
- Competent
- Curious / Why?
- Perfectionist
- Global
- Futurists
- Calm and Cool
- **Work is play-play is work**



They need independence, time to process information, and generally take a logical approach to everything.

Spock, Steve Jobs

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BLUE ATTRIBUTES



- Authentic
- Empathetic
- Passionate
- Mediators
- Optimistic
- Caretakers
- Peacemakers
- Intuitive
- Communicative
- Harmonious
- Relationship-Orientated
- True Romantic
- Sense of Spirituality
- Motivators
- **Work and play together**

Looks for significance in all aspects of life and thrives in cooperative environments.

Maya Angelou, Dolly Parton

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Brighten Your True Colors

Validate yourself with those just like you.

In your “brightest color” group, consider the following:

1. Describe yourself – what makes you unique? Who are you?
(*Adjectives, I am... etc.*) What do you value? What are your strengths?
2. This is what I need in the workplace (w/ my supervisor, w/ my team) to be the best version of myself.
3. This is what I need in my personal life to be at my best.
4. These are the things that cause me stress, and I won't be the best version of myself.

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Stressors by Color Group:

★ ORANGE



- Too much responsibility
- Imposed structure or deadlines
- Repetition, routine, being stuck at a desk
- Lack of variety, options
- Too many rules, regulations, details

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Stressors by Color Group:

GOLD

- Incomplete directions, tasks, answers
- Disorganization, lack of structure
- Lack of follow through
- Irresponsibility of others
- Changing details



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Stressors by Color Group:

GREEN

- Lack of independence and control
- Incompetence
- Inability to use or display knowledge and intellect
- Small talk/social functions
- Subjective judgement
- Emotional displays



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Stressors by Color Group:

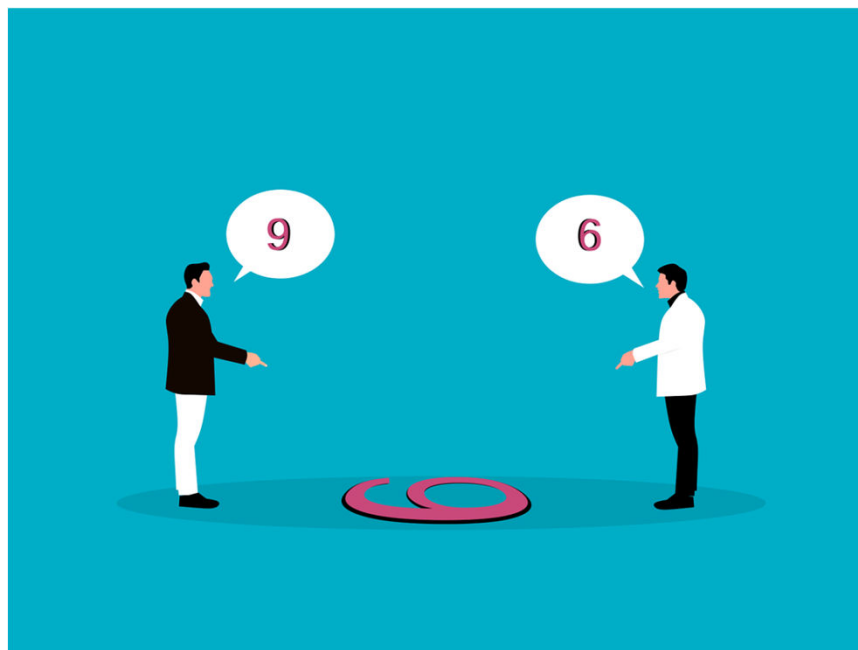


BLUE

- Broken promises / lying
- Talking behind one's back
- Conflict
- Insincerity
- Rejection
- Lack of social contacts / isolation
- Placing "the system" before people



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Golden Rule vs Platinum Rule

Treat others the way

want to be treated.



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Golden Rule vs Platinum Rule

Treat others the way

_____ They _____

want to be treated.



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Real Life

My Work Team

Roz



Jan



Karen



Diana



Deb



Kathy



Corey and Samra

Corey



Samra



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Blended Colors Activity



Break into 4 groups of
blended colors.

Create an Employee
Appreciation Day or Week.



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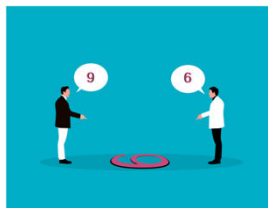


Communication Strategies

Effective communication begins with understanding who is on the receiving end.

“I can adapt”

“I can polish each of my colors”



Page 2 of your Participant Journal

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Communication Strategies

The effectiveness of communication is only as good as your understanding of the person you're communicating with.

Meet them where they are.

Adapt your approach.

Remember:

Adapting or compromising doesn't change who you are.

This is about meeting people where they are.

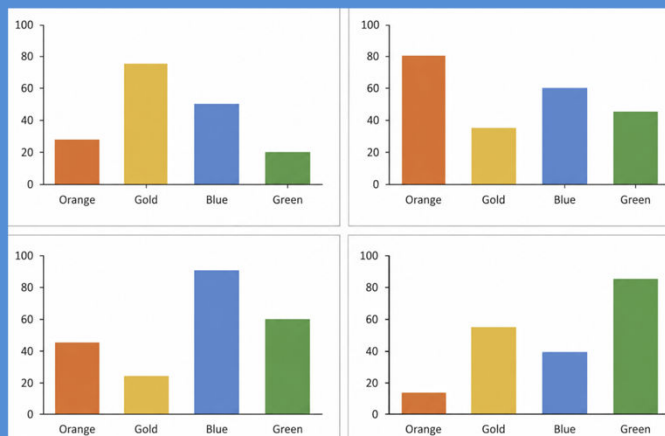
This is about becoming multi-lingual.

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My True Colors Spectrum

- I can flex my colors.
- I can polish any of my colors to meet the current situation or environment.
- I am adaptable.



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Compromise

is *not* an act of weakness.

It demonstrates that you care for something or someone beyond yourself.



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Communication Strategies

Reframing

“Reframing” = **correcting misperceptions**; moving from negative, judgmental statements or thoughts to positive, esteeming statements or thoughts.

Result: Improved communication and appreciation of differences which emphasizes strength in diversity.

Remember – **we are all 4 colors**. The traits you see in others are traits that may exist within you too...but perhaps at a **different intensity**.

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ORANGE Reframing

Others *may* perceive **ORANGE** as:

- Wanting to play too much
- Unable to meet deadlines
- Manipulative
- Unable to stay on task
- Taking unnecessary risks
- Resisting decision-making
- Obnoxious
- Immature
- Self-Centered
- Flaky, Scattered
- Impulsive

ORANGES see themselves as:

- Flexible and easy-going
- Exploring all practical options, "I'll get it done!"
- Clever, a good negotiator
- Open to new ideas
- Pushing the boundaries
- Remaining open to all options
- Bold, assertive
- Valuing freedom; loving life
- Adventurous, courageous
- Spontaneous
- Carefree

Oranges value freedom and are often fun-loving, but they can be viewed by their peers as less than serious and disorganized.

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GOLD Reframing

Others *may* perceive **GOLD** as:

- Rigid, inflexible
- Controlling, bossy
- Too serious
- Resistant to change
- Opinionated
- System-bound
- Lacking imagination
- Judgmental
- Uptight
- Predictable
- Boring

GOLDS see themselves as:

- Consistent
- Providing structure
- Goal-oriented
- Traditional (consistent)
- Knowing right from wrong
- Loyal to an organization and rules
- Realistic
- Decisive, seeking closure
- Concerned about security
- Following routine
- Dependable

Golds tend to possess leadership abilities and enjoy following routines, but peers can view them as uptight.

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GREEN Reframing

Others *may* perceive **GREEN** as:

- Arrogant, know-it-all
- Cold, hard
- Insensitive
- Cool, aloof, unfeeling
- Afraid to open up
- Critical, fault-finding
- Unappreciative
- Intellectually demanding
- Argumentative
- Absent-minded
- Head in the clouds
- Lacking compassion

GREENs see themselves as:

- Confident 100%
- Mentally tough, strong
- Logical, rational
- Self-controlled
- Enjoying one's own company
- Good at analyzing
- Able to reprimand
- Knowledgeable
- Fact-finding; wants the truth
- Thinking deeply
- Visionary, inventive
- Objective

***Greens** often enjoy their own company and spend a lot of time in their heads, but they can be viewed by their peers as critical.*

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BLUE Reframing

Others *may* perceive **BLUE** as:

- Overly emotional
- Overly sensitive
- Mushy
- Too nice
- Easily persuaded
- Too trusting
- Smothering
- Too giving
- Weak
- Illogical
- Talking too much

BLUES see themselves as:

- Feeling-oriented and intuitive
- Compassionate; empathetic
- Caring (and proud)
- Willing to adapt
- Empathetic
- Seeing the best in others
- Nurturing
- Enjoy pleasing others
- Seeking harmony and collaboration
- Thoughtful
- Promoting communication

***Blues** are intuitive and collaborative and value the thoughts and feelings of others, but peers can view them as sensitive and emotional.*

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Introverts

Page 2 – Participant Journal

Tend to be more reserved than Extraverts

Quiet, thoughtful, reflective

Tend to prefer solitary activities

Think first and act later

Introverts look inward for energy.

- Rehearse things in their head before saying something out loud
- Enjoy the peace and quiet of spending time alone
- Need to be alone to “recharge” after spending time with others (“peopling”)
- Prefer one-on-one relationships or small group gatherings instead of large groups
- Ponder ideas before sharing them with others
- Find it easier to listen than to talk



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Extraverts

Page 2 – Participant Journal

Tend to be more excited, social, talkative than Introverts

Exhibit assertiveness

Tend to express themselves emotionally and through creative outlets

Outgoing and enjoy social gatherings

Act first and think about it later

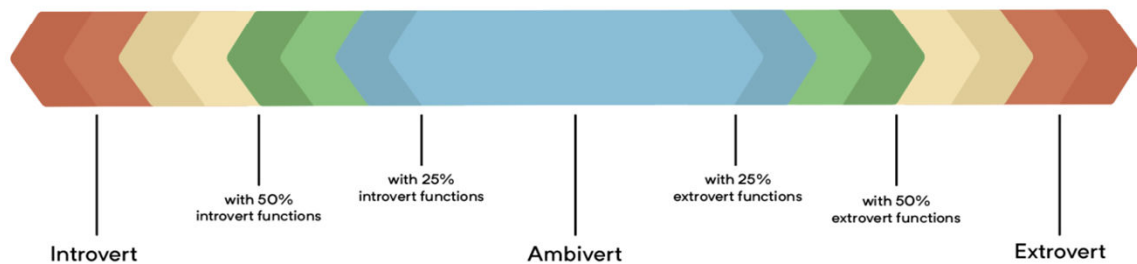
Extraverts look outward for energy.

- Look to the outside world more often than their interior
- Enjoy being with others, and usually large groups
- Approachable and receptive to others; need to be around other people
- Think out loud (think as they speak)
- Seek opportunities for participation and involvement
- Find it easier to talk than to listen



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Introversion and Extraversion



Why does this matter in communication?

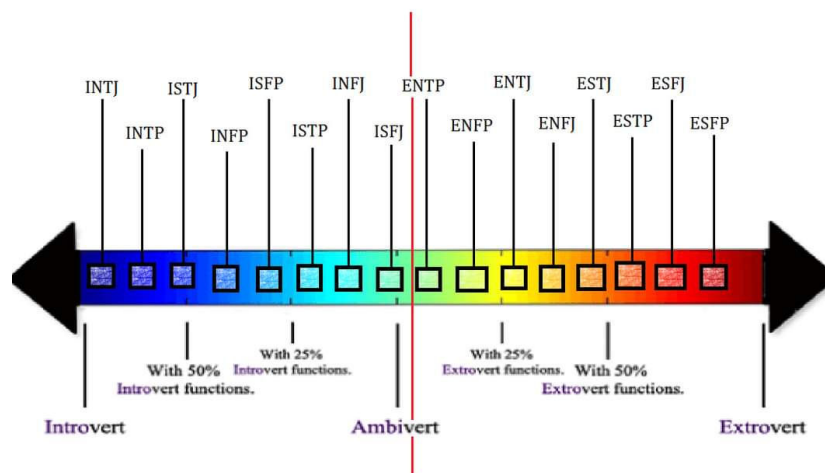
Understand ourselves + understand others = improved communications.

Meet them where they are.

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Introversion and Extraversion

Ambivert Personality Continuum Scale



Holly Hayes | metamemory.tumblr.com

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Introversion and Extraversion

Another facet of you...

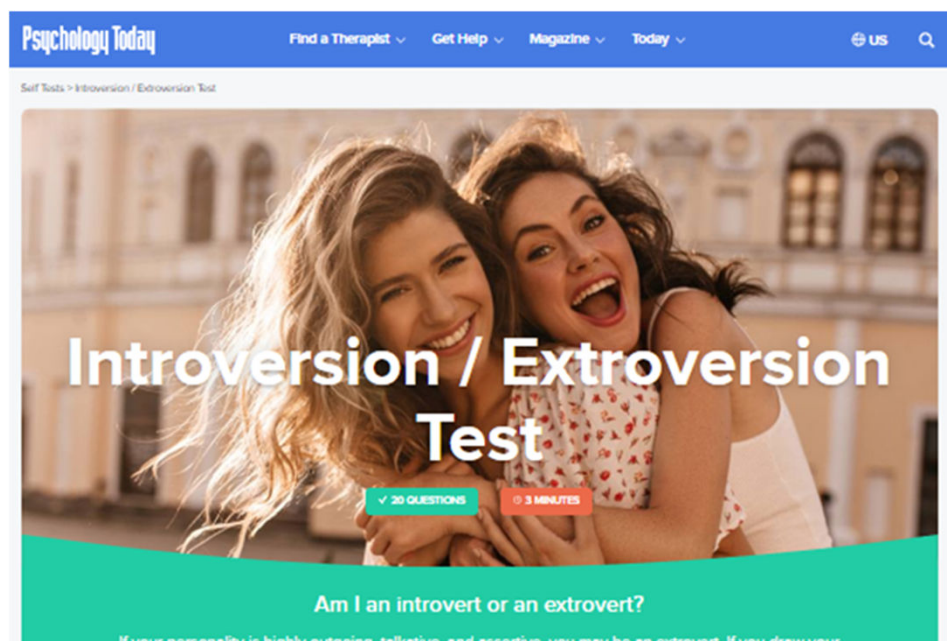
Psychology Today:

<https://www.psychologytoday.com/us/tests/personality/extroversion-introversion-test>

Google “psychology today introvert test”

Simple and free assessment with instant results and guidance.

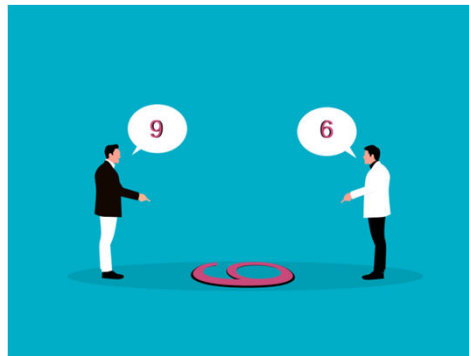
43



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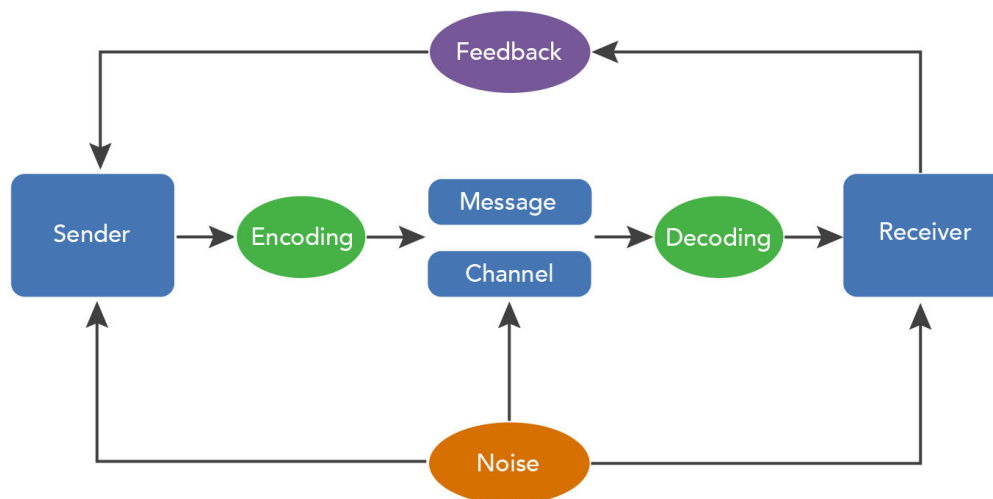


Introvert or Extravert?
Adapt Approach



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Communication Feedback Loop



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Communication Feedback Loop - Noise

1

Physical noise

Disruptions caused by external factors like background noise, typos etc.

Effect: Reduces communication effectiveness by distracting the sender and receiver.



2

Psychological noise

Internal factors affecting message perception like stress, preconceptions, etc.

Effect: Leads to misinterpretation or overlooking critical information.



3

Semantic noise

Disconnect between the meaning of words or phrases, such as technical jargon and cultural differences.

Effect: Causes confusion and lack of understanding.



4

Organizational noise

Issues arising from organizational structure or culture like hierarchical barriers.

Effect: Confuses employees and leads to inefficiencies.



5

Environmental noise

External environmental factors affecting communication like weather conditions, office layout, etc.

Effect: Disrupts the flow of information.



6

Physiological noise

Biological factors impacting message reception, like illness or fatigue.

Effect: Impairs the ability to receive or interpret messages.

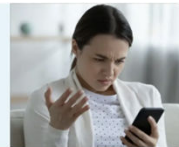


7

Technical noise

Issues with communication technology like call drops or poor audio quality.

Effect: Disrupts communication flow and causes inefficiencies.



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The Other Hand – seeing the other side

Page 3 – Participant Journal

In your non-dominant hand, write this:

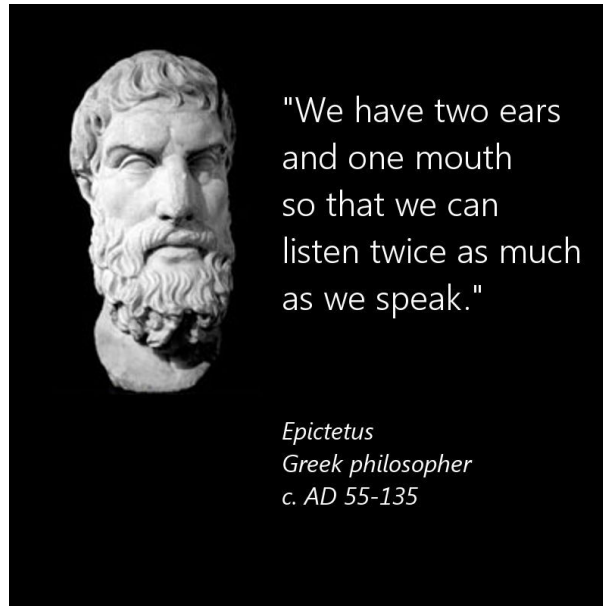
Adapting my approach when communicating may feel uncomfortable at first, but it helps others feel more comfortable with me, and our interaction will be more meaningful.



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Communication Strategies – Listening



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Listening Strategies

- ✓ **Minimize (or Eliminate) Distractions**
Give the speaker your full attention.
- ✓ **Check your Mindset**
Set aside assumptions, reactions and the urge to respond. Stay open and curious.
- ✓ **Be Aware of your Presence**
Notice your posture, body language, facial expressions, seating, and physical positioning.
- ✓ **Don't Fill the Space**
Avoid overusing "uh-huh" "okay" "yeah" or rushing to the next question. Leave room for the speaker to think and continue.

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Listening Strategies

- ✓ **Allow for Silence**

Get comfortable with the pause. Silence gives people space to process, reflect, and say more.

- ✓ **Set Judgment Aside**

Temporarily compartmentalize what you think you already know. Listen to what is being said now.

- ✓ **Monitor Your Reactions**

Be aware of what your face and body may be communicating while you listen.

Remember: LISTEN and SILENT use the same letters.

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7 Listening Strategies: SHAVER+

- ✓ **See** = Be present; stop what you're doing and **see the person**

- ✓ **Hear** = Practice active and responsive **listening**

- ✓ **Acknowledge** = **Tune in** to their emotional state (validate)

- ✓ **Verify** = Determine or confirm **the message**; be alert to cues

- ✓ **Entertain** = Give consideration to the message; remain **open-minded**, curious; ask questions, remove defensive barriers

- ✓ **Respond** = Take an **action**; **commit** to follow-up; circle back; promote closure; **express thanks**; shake hands; etc.

- ✓ **Repeat** = **Return** to any stage of the process.

Refer to your Handout

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Dr. Albert Mehrabian's 7-38-55 Rule

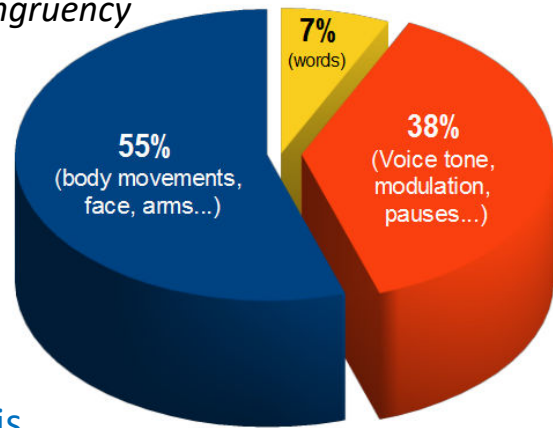
Original Study - Emotion and Congruency

The Formula: 7% Words
38% Voice
55% Body Language

**Dr. M – live transmission
1967**

But what about Email or Text?

Words...punctuation...all caps...emojis



Adapt my approach?

If we don't adapt our approach (voice, body language), our words won't mean anything, if they're heard at all.

Page 3 – Participant Journal

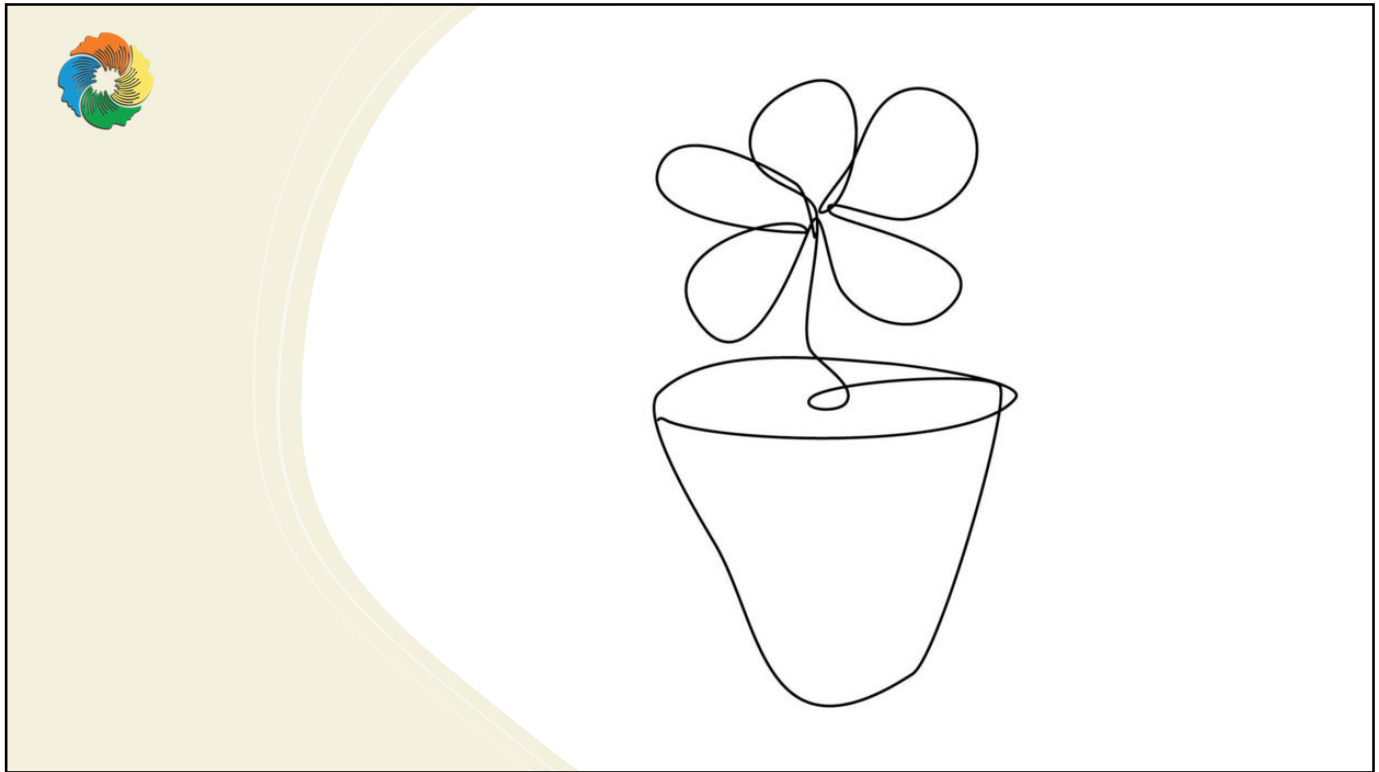
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Listen Carefully



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55



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Conflict Navigation



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Remember: Communication Strategies

The effectiveness of communication is only as good as your understanding of the person you're communicating with.

Meet them where they are.

Compromise

is *not* an act of weakness.

It demonstrates that you care for something or someone beyond yourself.



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Conflict Navigation

Is conflict good or bad?

How we usually define it:

- fight, battle, war; an armed conflict
- a clashing or sharp disagreement (as between ideas, interests, or purposes)
- when two people or groups disagree, and the disagreement causes friction.

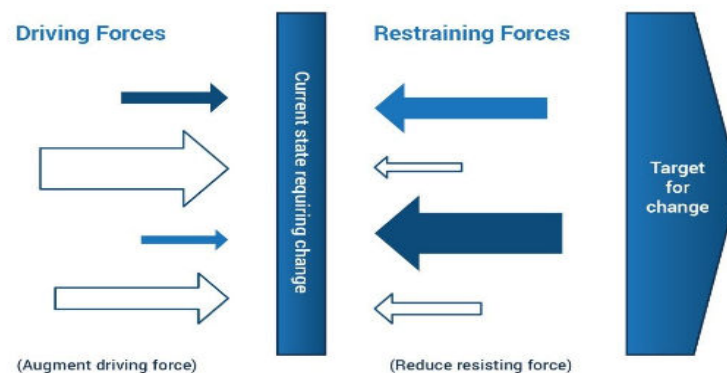
Pages 4 and 5 of your Participant Journal

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Conflict Navigation

Force field analysis (after Lewin, 1951)



Pages 4 and 5 of your Participant Journal

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Conflict Navigation

How do we engage in Healthy Conflict?

True Colors – “be multi-lingual”

Be an active listener and put your emotions aside; 2 ears & 1 mouth

Force Field Analysis

Not always about “winning.”

Remember: meet them where they are; compromise; flex/polish

Be willing to engage in Courageous Conversations

Pages 4 and 5 of your Participant Journal

HEALTHY CONFLICT

1. Parties respect each other's viewpoint.
2. Calm, non-defensive.
3. Readiness to move past the issue / conflict towards resolution.
4. Desire to seek compromise.
5. Belief that confronting the conflict will benefit the individuals and the team.

UNHEALTHY CONFLICT

1. Lack of respect for other party's goals.
2. Explosive, angry, defensive, reactionary.
3. Focus on winning the conflict itself, not the potential resolution.
4. Refusal to seek compromise, bullying.
5. Fear of conflict or expectation of bad results.

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Courageous Conversations

A courageous conversation is an **honest, respectful** discussion about something that matters...especially when the topic is uncomfortable, emotions may be involved, or there is a risk of disagreement.

The goal is not to “win” the conversation, but to **create understanding, address what needs to be addressed, and move forward constructively.**

What does that look like for me?

- **Orange:** courage to be direct, while slowing down enough to listen.
- **Gold:** courage to address the issue, while resisting the urge to rely only on rules or structure.
- **Green:** courage to acknowledge emotions and relationships, not just logic and facts.
- **Blue:** courage to be clear and candid, even when harmony feels safer.

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Those Tough Conversations

Rule of Thumb: If you sense that tension exists between you and someone else, it is very likely that the other person feels the same way.

Glass Beads – a visual reminder

Am I clear enough to have this conversation well?

When I am feeling clouded, reactive, frustrated, or emotionally charged, it may not be the right time to engage in a difficult conversation.

When I am clear, grounded, and intentional, I am more likely to reflect on how I can: meet the other person where they are, listen actively and responsively, and breathe.

When I am clear, grounded, and intentional, I am more likely to communicate effectively.

Before a difficult conversation, check your clarity – not just your calendar.

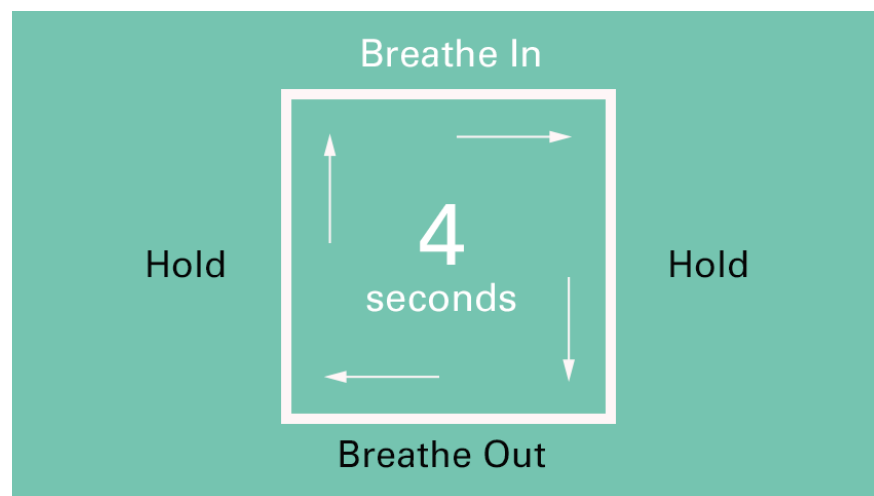
Page 6 of your Participant Journal

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Those Tough Conversations

Box Breathing



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Courageous Conversations – Prepare Before You Engage

1. Start with yourself

Am I clear to have this conversation well?
What assumptions or emotions do I need to set aside?

2. Consider the other person

What do they need in order to hear me?
Which True Colors preferences may shape their response?

3. Flex your approach

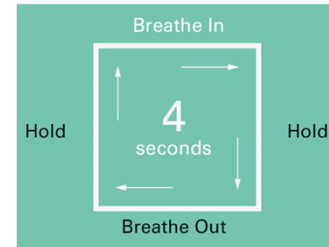
Adjust your pace, tone, level of detail, and style.
Polish the color the moment requires.

4. Stay focused on the issue

Be direct without being harsh.
Be respectful without avoiding the message.
Listen for understanding, not just for your turn to respond.

Radical Candor (Kim Scott)

“Direct but kind”



The goal is not to make a difficult conversation comfortable. The goal is to make it productive.

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Strong Teams Need More Than One Color

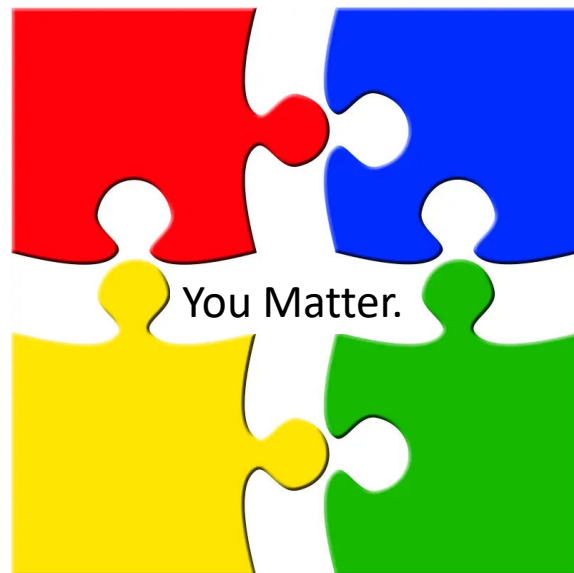
A high-performing team is not a team of people who think alike:

Orange brings energy, adaptability, action and possibility.

Gold brings structure, reliability, organization, and follow-through.

Green brings analysis, innovation, logic, and problem-solving.

Blue brings connection, empathy, collaboration, and awareness of others.



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Honor Each Color's Contributions

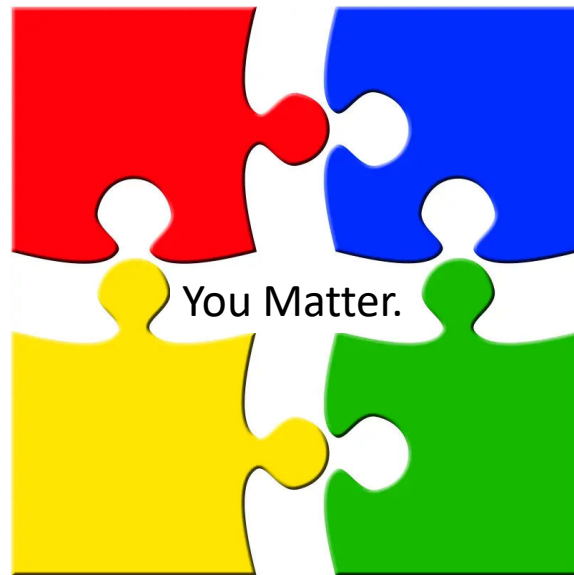
A high-performing team is **diverse**:

Orange's flexibility can be viewed as unorganized or too spontaneous.
They might see a faster or better route.

Gold's attention to detail can be viewed as too rigid or too focused on the process.
They might be protecting the process.

Green's questioning can be viewed as argumentative or overthinking.
They might need to genuinely understand why.

Blue's desire to talk it out can be viewed as too emotional or taking too long / wasting time.
They might be considering the impact of the decision on others.



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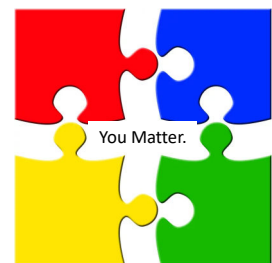
Team Contributions

Healthy teams do **not** eliminate differences. They learn how to embrace them.

On healthy teams:

- People understand one another's natural styles.
- Differences are honored and discussed rather than personalized.
- Strengths are intentionally matched to the work.
- Team members adjust their communications when needed – they polish their dimmer colors!
- No one color becomes the "right" way to think or work.
- Team members can respectfully challenge one another.
- People recognize when their brightest color is being overused – they might need to polish a different color to counteract the intensity of the color in overdrive!

A team becomes stronger when we stop asking, "Why aren't they more like me?" and start asking, "What does their perspective add that mine may not?"



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Participant Journal

Blended Colors Team Building Activity

**Be prepared to share one practical
strategy your group could use
immediately.**

Break into groups
and discuss these
questions:

- 1 -

What happens when a team
is missing one or more color
perspectives? What
strengths, questions, or
viewpoints might be
overlooked?

- 2 -

How can you work more
effectively with someone whose
leading color is different from
yours? What might you need to
adjust in your pace, tone, level of
detail, or approach?

- 3 -

How can a team intentionally use
its color diversity as a strength?
Think about communication,
decision-making, problem-solving,
planning, and responding to
change.

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Real Life – What Does Yours Look Like?

My Work Team

Roz



Jan



Karen



Diana



Deb



Kathy



Corey and Samra

Corey



Samra

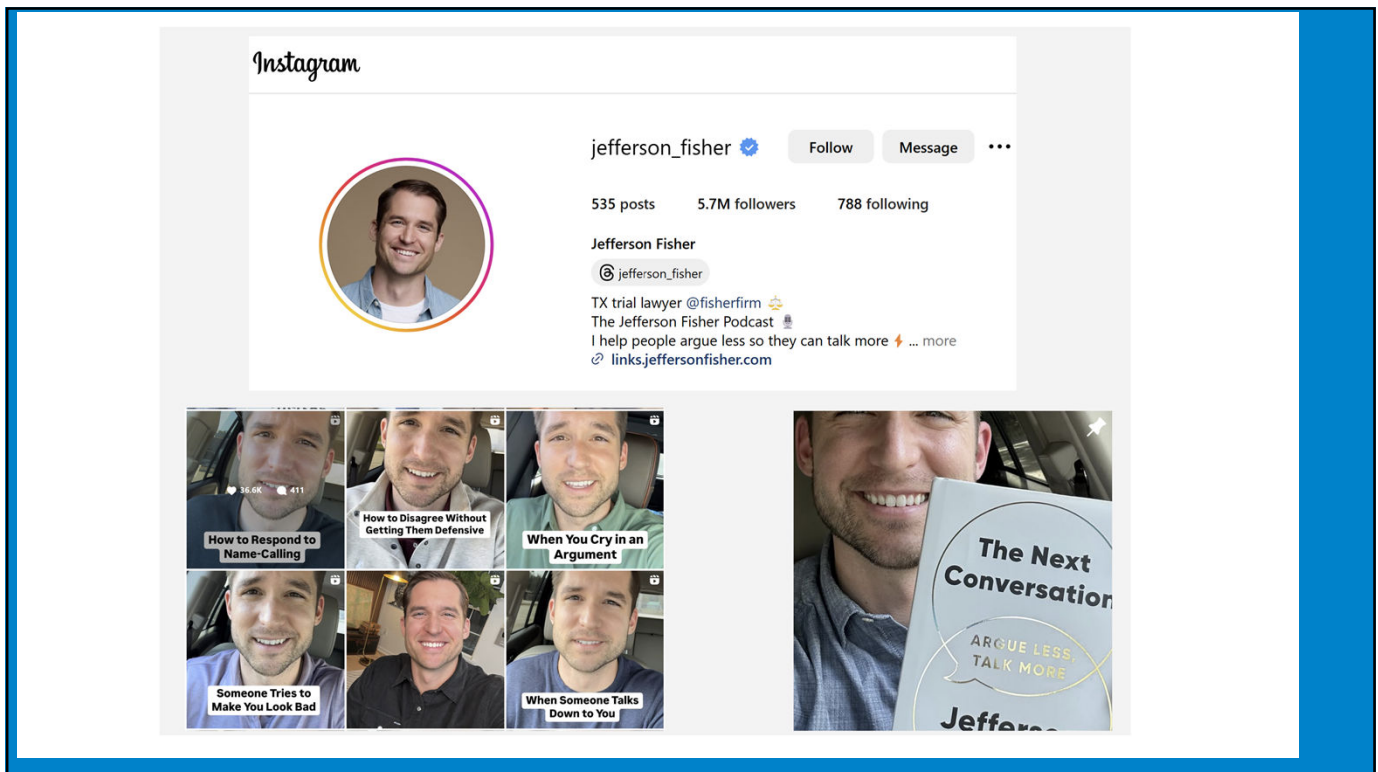


Learn about your team, your
significant other, your friends,
your family...

**Take some scoring sheets
with you.**



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Masterclass
\$120 - \$240 / year, depending on level of membership. >>>

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My Takeaways

Stop – Start – Continue

Page 8 of your Participant Journal

Your **Workbook**
Your **Handouts**
The **PPT**



“Seek first to understand, then to be understood.”

~Stephen R. Covey

Questions?

“Clear is kind. Unclear is unkind.”

~Brené Brown

Roz Johnson Strong, M.Ed., MCLC (772) 359-2556

Roz@RenovatioLearning.com | Roz@LifeCoachStrong.com