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**Subject: Human factors**

**Topic: How to deal with different types of people**

**Q 1. What is the name of organization?**

**Ans**. The name of the organization is Pakistan public school.

**Q 2. What kind of organization it is?**

**Ans**. It is education based organization.

**Q 3. What is the mission and vision statement of the organization?**

**Ans**. Our vision is to develop well rounded, confident and responsible individuals who aspire to achieve their full potential. We will do this by providing a welcoming, happy, safe, and supportive learning environment in which everyone is equal and all achievements are celebrated.

**Q 4. Being a leader of the organization how you can manage different kind of personalities?**

**Ans.** Being a leader you have to deal with different person as this is big organization which will require a lot of people so there must be a special strategy to manage them all, because we know that every individual has different kind of attitude and behavior, so you cannot treat them all by the same strategy. So we have to learn that a leader must be the one who have the knowledge of all these things. Whenever in life, you’ve been given the charge to manage a team the first thing you’ve always done is invested a little time in getting to know the team. What kind of work that person has been doing in the past? Has he the experience of working in teams? Has he worked on similar projects? What are his expectations from the team? Knowing all this can help you become a better judge of how to get the best out his talent.

Here are some kind of personalities which we will discuss in details also we will discuss how to manage them.

1. Considerate
2. Aggressive
3. Analyst
4. Sensitive
5. Talkative
6. Loner
7. Overly confident
8. Curmudgeon
9. Mean spirited
10. Bad attitude
11. **Considerate:**

A considerate person is kind and thoughtful. Being considerate is being polite and caring. People like it when you're considerate of their feelings.

This kind of people are agreeable but take a little longer than others to get the work done so you have to help them in making decision. Let them know calmly but directly what you need from them. You also have to talk to them about their social life and there family and other non-work topics. This types of person is good for long term detailed projects.

1. **Aggressive**:

Aggressive is someone who is prone to being competitive and makes strong attempts to win. They like to control and do thing quickly and they are not afraid to make decisions.

They are usually good at what they do and know it. They can produce a lot of good work for you but every once and a whole you need to make sure they know whose is the boss. Make sure you gave this person a lot of praise if you don’t they will be upset.

1. **Analyst** :

It is a type of person which always find flaws in the system ,if you say “do this thing” they will say “why not we do it like that?” They tend to procrastinated when making decisions. Analysts have little patience for following in others’ footsteps. 58% of these personality types describe themselves as “very independent” – far more than any other Role. Independence isn’t just a characteristic of these types – it’s an important part of their self-image.

 Listen to them but if you feel that it is going nowhere, take their suggestion and move quickly to the next topic. This would be a good person to give project like finding possible trouble producing trend that requires deep analytical investigation. 61% of Analysts say they’re excited by the idea of being responsible for solving problems, and 85% say they enjoy tackling difficult challenges.

1. **Sensitive**

They take any type of confrontation to personal they do as they are told but don’t like taking decisions. Highly sensitive people, or HSPs, have a sensitive nervous system, so they absorb and process more information than average, and they reflect on it more deeply. They are usually very nice but there feelings get hurt too easily.

These individuals are aware of potential "people problems" before they become serious, and have the insight to know how to deal with them. They understand people and their motives deeply. This means that they can interpret and resolve interpersonal problems effectively. HSPs dislike conflict and they care about others' feelings and needs, which allows them to create harmonious working environments.

Work hard to create and sustain a positive and relaxed workplace culture for your highly sensitive team member.

They Care about their work and can be sensitive to criticism, so offer them positive feedback as well as negative. Where possible, let them know that you appreciate their traits, and clearly explain how they benefit the organization.

1. **Talkative** :

They tend to be more feeling oriented and will show more emotions whether positive or negative they have a strong interest about people and are usually “social butterfly” of the organization. A social butterfly is a term for a person who is socially dynamic, networking, charismatic, and personally gregarious. They usually like making decision but want conformation. Try using humorous approach to get your point across. This would be a good person to plan a social event or gathering or any other programs that require some animated personality.

1. **Loner**:

A person that prefers not to associate with others they just want to do their job and not get involved with company picnics, break room conversation or any non-work related subjects. They don’t like any interaction with fellows’ employees. These individuals are often talented, intelligent and highly productive when left to their own devices, but they have little interest in sharing their ideas, collaborating or socializing with others.

You should talk to them about the importance and reasoning of the team approach, it is to their benefit if the team exceed, not only for job security but also for any possible reward you have in place.

Keep in mind that loners are often highly proficient in their chosen field and, if you give them opportunities to shine, they can be a real asset. Give your team member a new challenge as soon as they wrap up a project, so that you can keep them engaged and increase their job satisfaction. With open and honest communication you should be able to get them to understand and work as a team member.

Talk with your unsociable team member to make sure that they really do prefer to work alone. Some people might appear to be loners, but they may not know how to work closely with others.

Sit down with them one-on-one and suggest a project or team that they could be part of. If they seem willing to explore the idea, they might just need coaching on how to be a good team player. But if they resist, the chances are they're a true loner.

1. **Overly** **confident**

These type of people feel like they know everything and can do no wrong. Overconfident people are often quite insecure, and they cover up their insecurities through dominating and controlling others. Overconfident people are arrogant people who simply too insecure to face their own reality. As Charles Bukowski so brilliantly stated, “the problem with the world is that the intelligent people are full of doubts while the stupid ones are full of confidence.”

You need to get your point across directly, make them repeat exactly what it is they are supposed to be doing.

Another great tool for handling overconfident people is a simple pivot to a new topic. By changing the conversation, you can discontinue the overconfident person’s dominance. If they try to return to the old topic, politely point out that everyone has already made their views known, and return to yet another new topic. Give them project which can easily tracked to make sure they are not headed in the wrong direction.

1. **Curmudgeon**

They thinks of everyone but themselves as incompetent and doesn’t take supervision well. They tend to be grumpy and sarcastic and have pessimistic point of view.

State the fact and let them know exactly what is expected of them. Use a matter of fact approach and try to give them projects that donot demand too much creativity touchy feely.

1. **Mean-Spirited**

Mean spirited is someone or something that is unkind, motivated by cruelty or intended to be hurtful. An example of a mean spirited person is someone who loves to see others fail

The “Mean-Spirited” makes it known that they are not happy with work or the people around them.  In many cases it is due to problems that are not work related.  If you feel that it is affecting employee morale, you should talk to this person and make sure they understand that you need a department that works in harmony. That the goal is to a have everyone work in a pleasant atmosphere in which there are no personality conflicts. The best way to deal with a petty, mean spirited personality is to play it cool. You can and should stand up for yourself, but at the same time, you should do it in a positive manner.

1. **Bad Attitude**

The **“Bad Attitude”** is a major problem.  You need to let this person know that their attitude is affecting morale and is unacceptable.  See lesson 5 for ways on how to handle this type of difficult employee. Work with them to address any issues they are facing, especially if they don’t understand how their negative attitude is affecting the rest of the team. Lack of skill can also manifest itself as a poor attitude at work, so help them improve their skill levels if they are open to that.