

HOW THESE CHARACTERISTICS SURFACE AT WORK OR IN SOCIAL SERVICE SETTINGS

Place a check mark in front of the items that describe workers/clients with whom you regularly interact. They . . .

- get mad and quit their job/work. If they don't like the boss/teacher, they will quit. The emphasis is on the current feeling, not the long-term ramifications.
- will work hard if they like you.
- do not use conflict-resolution skills, preferring to settle issues in verbal or physical assaults.
- use survival language, tending to operate out of casual register.
- are not emotionally reserved when angry, usually saying exactly what is on their mind.
- have an extreme freedom of speech, enjoy a sense of humor, use the personality to entertain, have a love of stories about people.
- are very independent. They won't take kindly to the "parent" voice. If their full cooperation is sought, the boss/employer needs to use the "adult" voice.
- often need time off or arrive late due to family emergencies.
- need emotional warmth from colleagues/boss/teacher(s) in order to feel comfortable.
- require a level of integrity from management, actively distrusting organizations and the people who represent the organizations. They see organizations as basically dishonest.

- exhibit a possessiveness about the people they really like.
- need a greater amount of "space" to allow for the uniqueness of their personalities.
- show favoritism for certain people and give them preferential treatment.
- are very disorganized, frequently lose papers, don't have signatures, etc.
- bring many reasons why something is missing, or the paper is gone, etc.
- only see part of what is on the page.
- only do part of the job.
- can't seem to get started (no procedural self-talk).
- cannot monitor their own behavior.
- tell stories in the casual-register structure.
- don't know or use middle-class courtesies.
- dislike authority.
- talk back and are extremely participatory.