

## IT CAN BE A REAL ZOO AROUND THE WORKPLACE SOMETIMES

### POINTS TO REMEMBER

1. What I don't do by **NATURE**, I can still do by **DECISION**. "I've got to be me", simply will not do.
2. It is never a matter of **BETTER**, only a matter of **DIFFERENT** and appreciation for differences allows diversity to flourish in the workplace.
3. Once I know what gives other staff value and brings out the best in them, there is only one more question to be answered . . . "**DO I CARE?**"
4. Being capable of drawing value from at least two animals is required for the flexibility to respond productively to daily work pressures.
5. We must understand what brings us value and accept the responsibility for our resulting behavior and its impact on others.
6. Every nature has certain "soft spots" or weaknesses. The best defense against these weaknesses is to be aware that they exist—for when "soft spots" become "blind spots" we can not correct them.
7. Whenever I "**JUST DO IT**", I respond out of my most comfortable nature. When that behavior is not effective, rather than consciously select a more appropriate animal, I may become **DEFENSE DRIVEN** or worse, begin to **METAMORPHIZE**.
8. Since each agency is in some respects a zoo, what an opportunity to hold onto hands, sharing our thoughts and "borrowing" from our neighbors.

### LIONS

**Focus:** TASK

**Value:** Control and problem solving

**Uncomfortable With:** Weakness and sentimentality

**Irritated By:** Wasting time and details

**Soft Spot As Listeners:** Aren't Curious enough, don't think they need the information.

**Policy Manual:** Don't read it, could have written it

## OTTERS

**Focus:** INTERACTIONS

**Value:** Flexibility and fun

**Uncomfortable With:** Working alone and accuracy

**Irritated By:** Repetition and rules

**Soft Spot As Listeners:** Fickle listeners

**Policy Manual:** Don't read it, boring, might discover things they can't do

## GOLDEN RETRIEVERS

**Focus:** RELATIONSHIPS

**Value:** Gentleness, affirmation and service

**Uncomfortable With:** Saying no and seeing others hurt or disappointed

**Irritated By:** Aggressive people and being unappreciated

**Soft Spot As Listeners:** Get overly involved, seems like they can tell future, read minds

**Policy Manual:** Read all of it and worried there would be a test they would fail

## BEAVERS

**Focus:** BEING RIGHT

**Value:** Procedures, accuracy, history, and order

**Uncomfortable With:** Making decisions without data, and disorganization

**Irritated By:** Surprises and short time lines

**Soft Spot As Listeners:** Approach feelings like they were thought, feelings aren't logical

**Policy Manual:** Read all of it and put it to memory

## METAMORPHOSIS

Interestingly enough, most "animals" metamorphize as their strengths in the **GOOD TIMES** become weaknesses during **STRESS** and dysfunction in the presence of **CRISIS**. These changes rarely bring out the **BETTER** in us.

### LIONS:

Stress creates: Elephant

Focus becomes: Get out of my way, I'll do it myself!

---

---

Crisis creates: Water Buffalo

Focus becomes: Short sighted, strike first!

---

---

### OTTERS:

Stress creates: Chameleon

Focus becomes: Please every one.

---

---

Crisis creates: *Garter Snake*

Focus becomes: *Keep moving, remain elusive.*

---

**GOLDEN RETRIEVERS:**

Stress creates: *Ostrich*

Focus becomes: *Don't want to hear about it or see it.*

---

---

Crisis creates: *Chihuahua*

Focus becomes: *Problem is all out there, nag and whine.*

---

**BEAVERS:**

Stress creates: *Turtle*

Focus becomes: *Not going to rush me into a mistake.*

---

---

Crisis creates: *Turkey Vulture*

Focus becomes: *If you don't do it right, I'm out of here!*

---

**OFFERING AFFIRMATION TO ENHANCE MOTIVATION**

**LIONS:** \_\_\_\_\_

---

**OTTERS:** \_\_\_\_\_

---

**GOLDEN RETRIEVERS:** \_\_\_\_\_

---

**BEAVERS:** \_\_\_\_\_

---

**REQUESTING CHANGE WITHOUT HURTING MOTIVATION**

**LIONS:** \_\_\_\_\_

\_\_\_\_\_

**OTTERS:** \_\_\_\_\_

\_\_\_\_\_

**GOLDEN RETRIEVERS:** \_\_\_\_\_

\_\_\_\_\_

**BEAVERS:** \_\_\_\_\_

\_\_\_\_\_

**REMEMBER: STRENGTHS AND WEAKNESSES IN ALL OF US ALWAYS TRAVEL TOGETHER. A FRONT SIDE ALWAYS HAS A BACK SIDE.**

**WE GENERALLY CREATE CHANGE MORE PREDICTABLY WHEN WE APPROACH OTHERS AT THE POINT OF THEIR STRENGTH RATHER THAN THEIR WEAKNESS.**

**APPROACHING OTHERS AT THEIR POINT OF STRENGTH**

**LIONS:** \_\_\_\_\_

\_\_\_\_\_

**OTTERS:** \_\_\_\_\_

\_\_\_\_\_

**GOLDEN RETRIEVERS:** \_\_\_\_\_

\_\_\_\_\_

**BEAVERS:** \_\_\_\_\_

\_\_\_\_\_