



Workshop: Personality Types: A, B. & C

How Your Personality Pattern Affects Your Work Style

Most psychologists agree there are basically three personality patterns: Type A, Type B, and Type C.

The Type A individual exhibits hostility, aggressiveness, competitiveness, impatience, and is easily annoyed. Type A folks also demonstrate a high degree of time urgency - a tendency to do two or three things at the same time. They are often likely to display hostility and anger.

The Type B individual is more relaxed, non-competitive, patient and slow to anger.

Type C people are not as aggressive as Type A's, or as laid back as Type B's. Type C's learn to cope with emotional stress by using the five C's: control, commitment, challenge, choices in lifestyle and connectedness. Such a person welcomes change, considering it a challenge. They are committed to goals and gain confidence as a result.

Any of us can feel angry. However, there is a difference between that feeling of anger and the way we act to express it.

Discuss with a partner the following questions:

- How do you deal with anger in the workplace?
- How different is it from the techniques you use elsewhere?



Facilitator Notes:

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To debrief this activity, suggest some of the following ways to deal with or diffuse anger:

- stop cynical/negative thoughts
- patience and trust
- become a good listener
- live as if you had a serious disease (you will soon see the little problems for what they are)
- learn to forgive
- practice laughing at yourself
- be empathetic
- exercise