

**Interact With Impact (IWI)
Part II: Challenging Types of People
Leader Guide/Facilitation Notes**

Summary of Three Hour Seminar Time Schedule

Part II: IWI: Challenging Types of People **Flipchart/Workbook Page**

15 Minutes Introduction of Participants

15 Minutes Introduction IWI:Challenging Types of People

30 Minutes

- Personal Styles “Symbols” Flipchart
- Interact With Impact: Some Challenges p2
- Three Areas for Determining Challenging People p2
- Finding the Second Right Answer p4
- Small Group Activity
- Challenge: The Director p7
- Challenge: The Analyzer p8
- Challenge: The Relater p9
- Challenge: The Socializer p10
- Demonstrating Behavioral Flexibility p11

30 Minutes

- Ten Classic Types of Challenging People Flipchart
- “PROP” CHALLENGE**
- 1. Red Cape (The Bull) p12
- 2. Dart (The Sniper) p12
- 3. Firecracker (The Bomb) p13
- 4. Empty Wine Bottle (The Winner) p13
- 5. Clam Shells Flat Wall Stones (Clam/Stone Wall) p14
- 6. Ultra Toothpaste (Ultra Agreeable) p14
- 7. Blanket and Atomizer (Wet Blanket) p15
- 8. Yellow Tonka Bulldozer (Bulldozer) p15
- 9. Balloons (Phony know it all) p16
- 10. Outdated Calendar (Staller/Procrastinator) p16

15 Minutes BREAK

25 Minutes -Small Group Activity-Profile of Challenging Person

40 Minutes -Impact Quotient Exercise p18-19
(40 Minutes) -Alternate Activity (Teams of Two) p 20

10 Minutes Completion of Evaluations

180 Total Minutes