

# ***"Birds of a Feather": Understanding Behavior Styles***

## ***Synopsis***

When leading a team, managing conflicts or dealing with "difficult" people, are you a "raven", a "hawk", a "swan" or a "sparrow"? The secret to successful interaction with others is to understand the *personal values* of each "bird".

This presentation teaches how to recognize the behavior styles of yourself and others and use proven strategies for effectively communicating, managing change, managing conflict and becoming more "emotionally intelligent" or improving your "EQ".

The presentation is often customized to mesh with conference or meeting themes such as Managing Change, Team Building, Leadership, Diversity and Conflict Management..

## ***Benefits***

1. To learn how to improve our effectiveness by recognizing, evaluating, and utilizing the behavior styles of ourselves and others.
2. Understand the personal values of "ravens", "hawks", "swans", and "sparrows".
3. Learn how behavior styles impact communication and conflict management.
4. Learn how behavior styles impact leadership and team building.
5. Learn how understanding and utilizing behavior styles can improve Emotional Intelligence or "EQ".



***David Hayes***

David Hayes is a dynamic and seasoned seminar leader, keynote speaker and management consultant. David is noted for making entertaining, thought-provoking and motivational presentations to large conference audiences as well as conference breakout workshops.

David specializes in workplace issues such as customer service, team building, supervisory skills, diversity management and workplace violence.

David will customize his presentation to maximize the benefits to your meeting or organization. His presentations are infused with his "values-based" system for understanding and addressing key workplace and organizational issues.