



Utilizing Shape Flexing

Raise the probability that others see the true intent in your behavior when you “Shape Flex”.

The Box



Shape Flexing for YOU

Adding Box to **your** communication:

- Keep it professional, objective, on topic
- Give others time to prepare
- Give advance notice before calling, “stopping in”
- Slow it down
- Establish an agenda beforehand
- Give the option to review materials/access resources
- Put it in writing

Shape Flexing for OTHERS

Shape Flexing to a **Box**:

- Allow them to work with a partner or in a small group before asking the Box to participate in a bigger group
- Make sure there are few surprises, crises and chaos
- Do not push a Box to make quick decisions
- Be calm, unemotional and logical
- Be on time
- Recognize and reward his or her hard work



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The Triangle



Shape Flexing for YOU

Adding Triangle to **your** communication:

- Be direct and to the point
- Speak confidently
- Demonstrate your track record
- Be prepared to negotiate
- Increase the speed of your voice
- Consider physical gestures, such as hand in fist
- Avoid “umms”, long pauses

Shape Flexing for OTHERS

Shape Flexing to a **Triangle**:

- Make the Triangle the leader
- Seek out the Triangle’s opinion
- Let Triangles be the rule-enforcers
- Encourage ambitious goal-setting
- Confront conflicts head-on. Be respectful but be frank
- Commend Triangles on their achievements



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The Rectangle



Shape Flexing for YOU

Adding Rectangle to your communication:

- Ask open ended questions
- Be a good listener and ask for input
- Provide clear instruction and structure for all tasks
- Repetition is key
- Establish a routine for all activities
- Be patient and create a supportive, mentoring relationship

Shape Flexing for OTHERS

Shape Flexing to a Rectangle:

- Listen and connect before speaking/advising
- Discover which role the Rectangle is playing, then adjust your communication to it
- Be prepared for many questions
- Discuss new projects and ideas
- Be clear and concise
- Eliminate potential distractions
- Keep Rectangle focused on you or topic



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The Circle



Shape Flexing for YOU

Adding Circle to **your** communication:

- Be sensitive and acknowledge how things impact people
- Use personal connections to build relationships and trust
- Sincerely compliment others
- Acknowledge birthdays and special occasions
- If you make a mistake, be honest
- Ask others how they feel, instead of what they think

Shape Flexing for OTHERS

Shape Flexing to a **Circle**:

- Open conversations by acknowledging by something you have in common, perhaps a recent work holiday, asking about a personal event
- Ask about someone on the team or perhaps a family member
- Talk problems out; be available to take a break with the Circle just to “touch base”
- Create a group consensus
- Use emotion
- Shake hands, smile, be warm and friendly
- Use phrases like “keep going,” or “I like how you are thinking.”



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The Squiggle



Shape Flexing for YOU

Adding Squiggle to **your** communication:

- Do something unexpected
- Create periods of urgency balanced by time off
- Create an exciting/fun atmosphere and be creative
- Be positive, but embrace the facts. Just remember to follow up with hope and optimism.
- Be straightforward with others

Shape Flexing for OTHERS

Shape Flexing to a **Squiggle**:

- Increase your energy level
- Be enthusiastic
- Set up brainstorming sessions
- See, acknowledge and reward something different
- Speak quickly
- Keep it interesting by changing agenda, format or location
- Embrace ideas, even if seem unorthodox or unrealistic
- Use phrases like “keep going,” or “I like how you are thinking.”