INF 151: People Management

Week 7: Tuesday

Today's Agenda

Announcements:

- Start Assignment 7 (Due 11/17)

Today:

- People Management

Assignment 7

Assignment 7

Cost, Quality, and Risk Management

I will post the official assignment tomorrow!

Assemble a spreadsheet to determine how much your project would cost.

- Include short term (what you can do this quarter) and long term (what needs to be done to complete the project) costs

Assemble a document to record how you would control quality.

- What measurements would you use?
- What are the risks involved?
- How will you mitigate risks?
  - E.g., more work up front, update WBS, etc.

People Management

People Management

To manage people we first need to understand their **individual differences**

There are many characteristics of human beings that determine how we **feel** and how we **behave**

Personality is shown to affect a lot of the different behaviors that humans exhibit

Personality is mostly stable, but *can* be affected by context and context change

Myers Briggs...anyone?

Getting Along

Myers-Briggs Type Indicator

Based on the work of the psychiatrist and psychoanalyst Carl Jung's Psychological Types book.

Katharine Briggs and Isabel Briggs Myers (yep daughter) distilled Jung's work into a self-reporting questionnaire to identify psychological preferences between individuals

Frequently criticized as pseudoscience…but that's not the point!

Getting Along

Myers-Briggs Type Indicator

INTP for me (though it's been awhile)

MBTI Dimensions:

- Extraversion-Introversion (E-I)
  - Prefer to focus on outer world or your own inner world?
- Sensing-Intuition (S-N)
  - Prefer to focus on basic information you perceive or to interpret and add meaning?
- Thinking-Feeling (T-F)
  - Prefer to look at logic/consistency or look at values, relationships, and circumstance?
- Judging-Perceiving (J-P)
  - Prefer structure, schedules, and plans or to stay open to new information or options?

Understanding People

https://www.outofservice.com/bigfive/

The Big Five

Personality test grounded in theory developed from interviews across thousands of individuals

Five dimensions *emerged* from the data:

1. Openness to experience
2. Conscientiousness
3. Extroversion
4. Agreeableness
5. Neuroticism

Getting Along

And Many More...

https://api.socrative.com/rc/**tsEjN7**

Enneagram of Personality

- Nine personality types
- Questionnaire similar to Myers-Briggs

GlobeSmart

- Oriented around identifying and working with cultural influences on personality types

Getting Along

Personality tests help to reveal our differences

Are they laid back or lack motivation?

The way they **talk to themselves** is **annoying and distracting**

Stay up-to-date or prefer not fix what's not broken?

Getting Along

Personality tests help to reveal our differences

These differences…in a team environment can lead to:

- Misunderstanding
- Miscommunication
- Frustration
- Resentment

Feelings get *hurt*

Communication *breaks down*

And ultimately…productivity, morale, and profits will drop.

Getting Along

Our "types" influence our:

- *Thinking*
- *Decision making*
- *Organization*

All aspects of individual personality that will affect group dynamics.

https://api.socrative.com/rc/**tsEjN7**

Getting Along

Communication

Trust

Respect

Getting Along

The more type preferences in common, generally observe greater satisfaction over *communication.*

(not necessarily the best outcome!)

Alignment on indicators like Sensing-Intuition lead to *immediate* feelings of compatibility

(other indicators factor more heavily over the long term)

There is no "perfect" type. The goal is to recognize our differences and make room for them in every team or group effort that we encounter.

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Strategies for Getting Along

???

Knowing this...how do we manage the differences?

Strategies for Getting Along

Knowing this…how do we manage the differences?

Conduct meetings knowing there are different points of view to be heard

Match individual potential with job requirements

Accept your own strengths **and** weaknesses

Negotiate differences in values—yours is *not the only way* to see things

Meet deadlines better knowing that people deal with time in different ways

Strategies for Getting Along

Knowing this…how do we manage the differences?

Remember…

Personality types are fluid (musical tastes)…your type today might not be your type in 2,5, or 10 years

Your personality type **does not** excuse you from a particular type of work

Your personality type **does not** define who you are as an individual or member of a team

Next Class

Thursday 11/10

- Start reading Schwalbe Chapter 9!

More People Management

Group Time