



# DLC TRAINING: PERSONALITY TYPES IN THE WORKPLACE

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# UNDERSTANDING PERSONALITY TYPES

Encountering different personality types in the workplace can be challenging, especially when personalities clash, which can often result in conflict.

In the past year, 25% of UK employees have reported experiencing workplace conflict. This has led to a 17% increase in their likelihood of leaving their jobs and a 23% drop in job satisfaction.

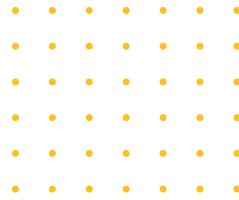


While you can't control others or how they interact with you, you can gain a better understanding of why they behave the way they do. This will help you to better communicate with different people and navigate challenging situations more effectively.

By learning more about the personality types, you'll increase the chances of creating a more cohesive work environment and building stronger, more positive relationships with those you work with.

In this guide, we will explore four distinct personality types and learn about some of their key characteristics. Understanding these traits can help you improve communication, reduce conflicts, and strengthen teamwork in both professional and personal settings. You'll also gain insights into your own personality type, helping you identify key areas for personal growth and improvement.

# UNDERSTANDING PERSONALITY TYPES



"The biggest mistake we can make when we meet someone who is different from us is to think they're wrong."

**Thomas Erikson,  
Surrounded by Idiots**

## THE FOUR PERSONALITY TYPES

You may be familiar with the ironically titled book, *Surrounded by Idiots* by Swedish behavioural expert and author, Thomas Erikson. This book introduces a system for categorising people into four distinct personality types, each represented by a colour: Red, Yellow, Green, and Blue.

Erikson was also responsible for the DISC Assessment, a tool commonly applied in workplaces to improve communication and teamwork.



# THE FOUR PERSONALITY TYPES

## RED – THE DOMINANT

A person who has a lot of red in their behaviour is task-oriented and extroverted. They enjoy a challenge, make quick decisions, and are often quite comfortable with taking risks.

Known for their high energy, Reds struggle with stillness and prefer to stay in motion and get things done. As natural doers, they are reliable when it comes to completing tasks, and their presence can reignite momentum in stalled projects, bringing a much-needed burst of energy to push things forward.

Reds are very vocal about their opinions and will never be afraid to speak their mind. Due to their directness and lack of concern for others during a task, colleagues often see Reds as argumentative and impatient, making them a lead source of conflict in the workplace.

Nonetheless, their strong drive and passion make them invaluable contributors when they are in the right type of environment.



# THE FOUR PERSONALITY TYPES

## YELLOW – THE INFLUENTIAL

Yellows are extroverted like Reds, but while Reds tend to be more task-oriented, Yellows are more focused on people and relationships. They are naturally enthusiastic and optimistic, bringing an infectious positivity to any situation.

Yellows thrive on change and are highly adaptable, always eager to embrace new opportunities. With their optimistic outlook, they have an exceptional ability to find solutions even when others are stuck on problems, making them a valuable source of creativity and innovation in any team.

While Yellows excel at starting new tasks, they may struggle with follow-through. Once a task loses its novelty, they can quickly become disengaged and shift their focus to something new.

This tendency can cause frustration among others, especially as deadlines approach, creating stress and a sense of urgency for those relying on their contributions.

Despite this, Yellows' ability to spark new ideas and rally others around a project is one of their greatest strengths.



Including reported and non-reported, 85% of employees experience conflict to some degree. Over 70% of workplace conflicts stem from poor communication and personality clashes. When managed well, a team with a mix of personality types can be up to 30% more effective than non-mixed teams.



# THE FOUR PERSONALITY TYPES

## GREEN - THE STABLE ONE

A person who has a lot of green in their behaviour is someone who is people-oriented, similar to Yellows, but with an introverted approach.

Greens are genuinely caring and compassionate, making them attentive to the needs of others and the best people for fostering a harmonious environment.

Greens are excellent listeners and will put the team's needs before their own. Their supportive nature makes them valuable team members who will always prioritise group cohesion and stability. Every team needs Greens - without them, it would be almost impossible for projects to make any movement whatsoever.

Because of their aversion to change, others often consider Greens as complacent and stubborn. This can present difficulties in a business environment where adaptation and growth are essential.

Despite this, their loyalty and dedication can be highly beneficial, especially in roles that require patience and steady collaboration. Interestingly, green is the most common personality type, so you're probably working with a number of Greens on a daily basis!



# THE FOUR PERSONALITY TYPES

## BLUE - THE COMPLIANT

Blues are task-oriented like Reds and introverted like Greens. They are meticulous planners who prioritise accuracy, investing significant time in gathering facts and details to ensure their work is correct from the start.

While Yellows bring energy to start a task, Greens help build momentum, and Reds push projects to completion, Blues focus on catching errors and ensuring that every stage meets the highest standards. Their attention to detail makes them essential for delivering polished, reliable results.

Others may perceive Blues as reserved due to their focused nature. Their strong need for accuracy compels them to fact and quality check other people's work, which isn't always taken in the best way by other team members.

As perfectionists, they are thorough in their approach, which can occasionally lead to longer completion times. This can often create tension when deadlines are tight.

However, their careful work ultimately enhances quality, which is especially valuable in roles where accuracy is crucial.



"We are all surrounded by people who think differently, act differently, and communicate differently. The key is to understand those differences and learn how to communicate with them."

**Thomas Erikson**  
**Surrounded by Idiots**



## IDENTIFYING AND HANDLING EACH TYPE

It's beneficial to identify the personality types you are working with in order to ensure you are communicating with them as effectively as possible. This will also help to prevent tension and conflict when completing tasks, allowing every personality type to play to their strengths.

**Reds** are typically easy to identify, as they're the ones openly expressing their opinions, regardless of how controversial they may be. Unafraid of confrontation, they exude confidence and are ready to push through any obstacle to achieve their goals.

**There are some key points you should remember when communicating with a Red:**

- Don't bore them with the details, get straight to the point.
- Don't expect to have a conversation that isn't about the task at hand.
- Be honest and don't be afraid to speak your mind.



**Yellows** are even easier to identify than a Red. They thrive in the spotlight and are frequently found engaging with others, sharing laughs, and lightening the mood. Their natural enthusiasm and sociability create a positive atmosphere in the workplace.

**Points to remember when communicating with a Yellow:**

- Be prepared to discuss non-work-related topics before getting down to work.
- Yellows tend to be better at talking than listening, so be sure to follow up with them to ensure understanding.
- Yellows often talk around the answer, so be sure to repeat your question until you get a clear response.



## IDENTIFYING AND HANDLING EACH TYPE

**Greens** aren't as easy to identify but often give themselves away by their calm, predictable nature and preference for routine. They tend to avoid stepping outside their comfort zone and encouraging them to take on new challenges may require some gentle persuasion.

### To effectively communicate with a **Green**, you must:

- Be prepared to lead the conversation.
- Always give them the full details to reduce their uncertainty.
- Try not to communicate too many new ideas or changes at one time.



**Blues** are the quintessential realists, relying on logic and thorough analysis rather than intuition or gut feelings. They approach challenges with a rational, methodical mindset, carefully considering all aspects before making decisions.

### Points to remember when communicating with a **Blue**:

- Give Blues as much information about a task as possible, and make sure to include all the facts.
- Stay focused on the task at hand - they prefer not to discuss non-work-related topics.
- Pay attention to the details - they have little tolerance for avoidable mistakes.

## UNDERSTANDING DIFFERENCES




Each colour represents a different way of working and communicating. Without recognising these differences, misunderstandings and tensions can occur. For example, task-focused people might clash with those who prioritise relationships, while perfectionists may struggle with those who value speed over accuracy. Understanding these differences and adjusting communication styles is key to reducing conflict and improving teamwork.



Additionally, it's important to note that most people display a mix of two or even three colours. For instance, you might be working with both a Red-Yellow and a Green-Yellow at the same time. While they share some Yellow traits, their other qualities differ greatly, requiring distinct approaches to manage them effectively. Recognising these combinations helps you adapt your strategy to suit each individual.

Understanding these personality types can significantly boost your productivity and strengthen your workplace relationships. To learn more about the personality types you can access further information and resources on the [DISC Assessment](#) website.

If you're looking to develop yourself professionally, we provide a wide range of professional qualifications suitable for career advancement. [Visit our website](#) to find out more about the courses available.

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