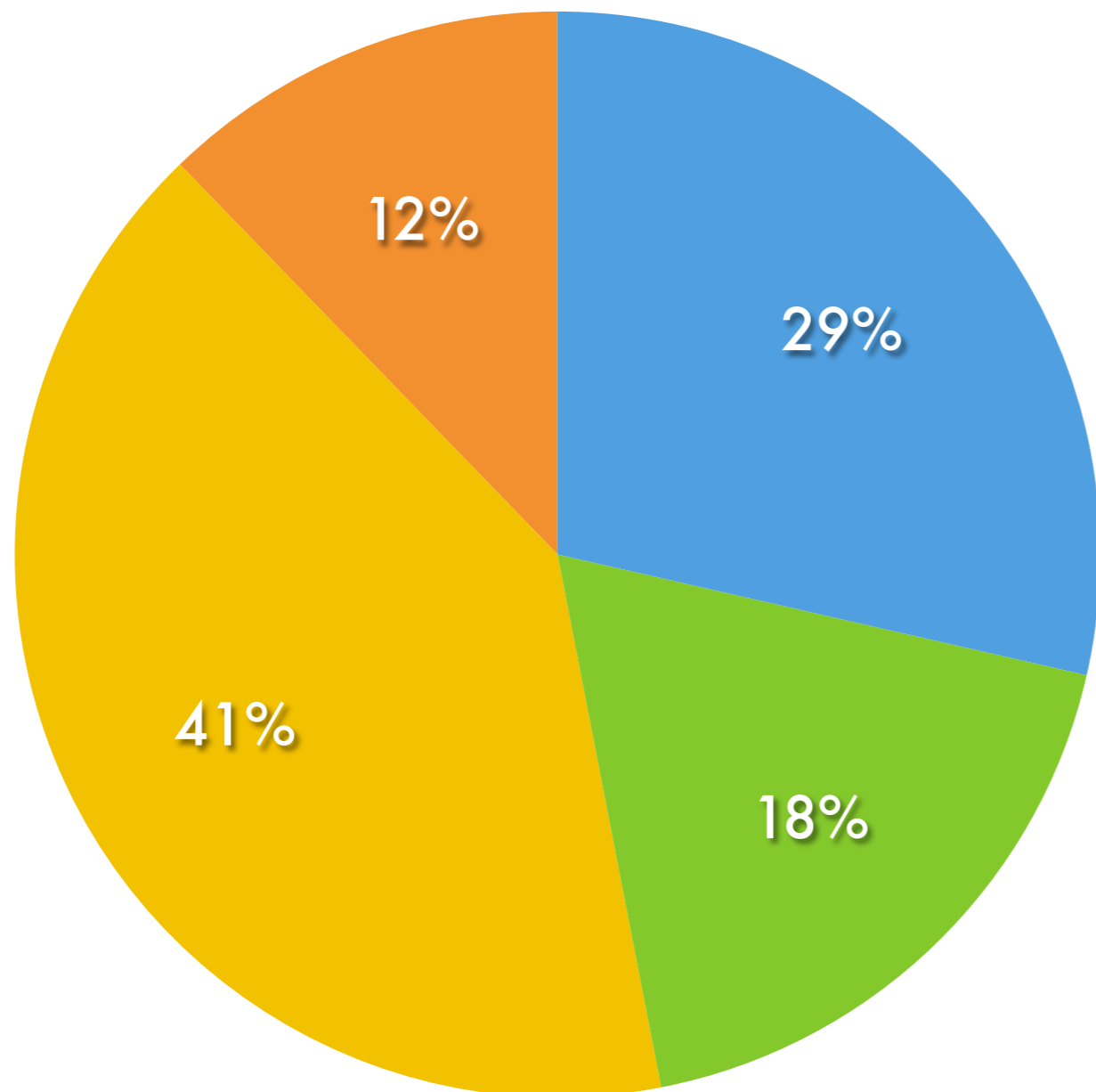


Enrollment Management's True Colors

● Blue ● Green ● Gold ● Orange



January

All Offices Participated in True Colors

ORANGE

Needs:

Variety
Recognition
Action and activity

Values:

Adventure
Fun
Spontaneity

Stressors:

Time restraints
Unnecessary routine
Rules
Waiting
Lack of activity and action
Abstract concepts

Most co-operative when:

Encouraged to promote their ideas
Results are immediate
Things can be done quickly
Directly participating
There is a clear benefit to cooperating
Directions are brief and concise
Humor is used

GOLD

Needs:

Rules and standards
Stability
Organization
Reliability
Consistency
To be appreciated

Values:

Loyalty
Dependability
Perfection
Responsibility
Honesty
Commitment

Stressors:

Lack of control
Change
Disloyalty
Inconsistency
Ambiguity

Most cooperative when:

Expectations and procedures are clear
Requests are specific, concrete, and explicit
There is a clear system of rewards and benefits
Change is gradual, not quick or impulsive
Responsibilities are clearly defined
They are prepared
There is a strong sense of right and wrong

BLUE

Needs:

Understanding
Harmony
Love
Acceptance
Empathy
Honesty

Values:

Friendship
Sensitivity
Sharing
Nurturing

Stressors:

Disharmony
Lack of caring
Insincerity
Time limits
Lack of romance

Most cooperative when:

There are clear expectations
They are allowed to express their feelings
There is an opportunity for creativity
They are given individual attention
There are opportunities for personal interaction
They are working with others
They are involved in the planning process
They are given time to absorb ideas

GREEN

Needs:

Challenge
Truth and facts
Accuracy
To ask questions
Time to understand
Positive recognition for their ideas
To be appreciated

Values:

Intellectual achievement
Logic
Knowledge
Competency
Technology

Stressors:

Confusion
Incompetence
Time deadlines
Too many rules
Illogical explanations

Most cooperative when:

Encouraged to create, build, analyze, and evaluate
Recognized for their work and knowledge
Challenged and focused
Given logical incentives
Able to list future challenges
Gently advised on how to stay on task

February

What Does a True Colors Staff Meeting Look Like?

Blue

- Environment
- Comfortable; circle for eye contact (seminar style)
- Affirmation of job well done
- 'Joy Jar' encouragement note
- Opportunity for everyone to speak
- Food and Fellowship; with music
- Emotional sticks
- Variety in location
- No 'real' meeting, just social time
- Greeter
- Every meeting should have inspirational reading

Green

- Follow up with action items
- Agenda in advance
- Dedicated time for brainstorming/collaboration
- Participation with outside experience
- Sticking to the agenda – no personal sharing (no randomness/tangents)
- Sharing goals and progress to goals
- Statistical progress reports
- Visual aids/follow up
- Electronic vs. paper (get link before meeting)
- Coffee
- 8:30 AM, but not on Monday
- Start/end on time-no wasting time
- Regularly scheduled meetings
- No last minute/pop-up meetings

Gold

- Email w/agenda, date, time, and location sent out the day before
- Refreshments and fellowship
- Stick closely to the agenda – try to stay on topic, with specific report needed (who discusses what)
- Expectation of others to not only be present but to also take notes
- Always capture action items
- Outline time frames for deadlines
- Focus on key points/documents
- No subgroups/breakout sessions during large staff meeting
- Don't waste time
- Start on time and finish on time every-time
- Shared ownership
- Alternate meeting location (NCACHE place)
- After meeting, de-stress
- Dedication to serve – don't bother unless necessary
- Minutes TBD by Kate like person

Orange

- Meet at remote location/off campus
- Snacks
- Agenda (to know when done)
- Participation
- Objective/Purposeful
- Fun
- Sharing
- Time specific
- Proactive/frequency
- Data driven

March

What Do I Need To Feel Supported?

Blue:

- Positive affirmation
- Caring
- Empathetic
- Safe/comforting/non-confrontational work environment
- Values input
- Availability in the office and in person
- Clear instructions for uncomfortable situations
- Consistent feedback to help performance
- Open communication and honesty
- Be real

Green:

- Feedback
- Directness
- No micro-management
- Outline of task/expectations
- Selective participation
- Accepting of our bluntness
- Proper materials/equipment
- Coaching on being “warm & fuzzy”
- Regular raises
- Flexibility
- Keeping meetings on track

Gold:

- Positive affirmation
- Clearly set & communicated goals
- Follow set goals
- Encourage personal & professional development
- Constructive criticism
- Clear and timely answers
 - Keep black & white (not gray)
 - Even when dealing with personnel
- Understanding and caring about life events
- Be personable but give space when needed
- Daily check-in with gentle reminders
 - No micro-managing
- Open Door Policy
- Meeting agendas that are followed

Orange:

- Macro-managing
- Organization
- Clear with directions
- Open Door Policy
- Room to grow
- Flexibility
- Not boring

April

Stereotypes and Overcoming Them Blue

Stereotypes	Comments
Passionate	
Overly sensitive	Keep emotions in check; stay objective
Touchy-feely	Ask permission before hugging
Super talkative (doesn't get to the point as quickly)	Ask more questions; gather info to make statements more concise
Quick to show emotion	Keep emotions in check
Wants to make everyone happy	
Compliant/ Avoidance of conflict (making decisions with emotion vs logic)	Find inner green
Thoughtful- remembers birthdays, etc.	
Seeks consensus	
Separation of work & personal	
Want harmony- no change	

Gold

Stereotypes	Comments
Organized	
Structured (rigid)	No agendas! Free talk in meetings
Resistant to change	Ask others to get the full picture
Conservative	Totally change the normal action. Ex. open a meeting with music! Meet & mingle
Detail oriented	No notes! No action items
Rules for rules sake	Ask opinions of others to evaluate the rule. Is it working?
Not risk takers	Attack the situation head on. Get it out in the open.
Stuck in present (Status Quo)	
Does not question authority	
Hesitant to voice opinion	Voice opinions and ideas right away
Difficulty seeing the big picture	Take a look at the end goal first, the work your way back

Green

Stereotypes	Comments
Smart / Analytical	
Not very exciting / playful (need to "lighten up")	Try to be more outgoing- this is hard for us
Not empathetic	Listen & ask questions
Rigid	
Concise in conversation	Add metaphors
Success / Goal driven	
Strive for perfection	
Everything is black & white (never see gray)	

Orange

Comments	Stereotypes
Spontaneous	
Irresponsible	Do more updates, progress reports
Fun	
Adventurous	Build consensus to move forward. Use data to support goals.
Life of the party	
No plan or big picture	
High energy	Temperate check of staff. Be aware of environment.
Low attention span	
Frenetic	Communicate one thought at a time
Scatterbrained	Use timeline. Don't think out loud
Need constant reminders	Develop better timeline. Work on time management
Not detail oriented	Delegate detail orientated tasks.

May

What Do I Do Now?

- This Information will be put onto the EM PD Web Page
- Keep the Conversation going
- Remember We All Have All Four Colors So Find Ways to Use Even Your Palest Color