



Facilitator References

Real Colors® Tips & Tricks

Real Colors®
**What Not to Say
and Do by Color**
two pages

On a daily basis, we are confronted by others who have problems going on in their lives. Frequently, we wonder what to do when someone seems to be having a “bad day.” The following suggestions are offered for dealing with those bad days when they happen.

ORANGE

- Allow an Orange some freedom of movement.
 - Let Oranges get things done at their own pace.
 - Help Oranges understand the reasons for the task.
 - Make the task assignment and give the Orange choice in determining how to accomplish the task.
 - Be direct and clear about what needs to be done and your expectations.
 - Avoid abstractions and be willing to repeat instructions or remind Oranges about assignments.
 - Be open to new, innovative ways of accomplishing routine tasks.
 - Acknowledge progress and redirect focus when tasks are time-sensitive.
 - Give an Orange a challenging task---not a busy-work task.
 - Provide feedback or instruction that focuses on ways to improve the results – not on ways to simply complete a task your way.
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BLUE

- Be sincere and direct in your communication with a Blue.
 - Be open to negotiated change and try to ensure that tasks are not too repetitive.
 - Be clear about what needs to be done and how the Blue can please you. Blues need to know what you expect in order to please you.
 - Allow Blues to be creative and implement their own ideas in accomplishing tasks. Give them information on what you need accomplished and freedom to complete the tasks their way.
 - Allow and encourage personal interaction and opportunities to work with others.
 - Remain upbeat and positive when commenting on what Blues are working on and keep criticism to a minimum. Remember, criticism needs to focus on how it will benefit the team and not be personal in nature.
 - Be prepared to listen to a Blue discuss his/her ideas during the development process. Many times this conversation is to insure a Blue that they are on target and will please you with the results.
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continued

GOLD

- Give Golds clear and uncomplicated directions.
 - Make requests concrete and explicit.
 - Be fair and consistent in your interactions with a Gold. Don't apply the rules one time and not apply them another time.
 - Ensure that Golds know who is responsible for what and when it is due.
 - Be clear about procedures. If procedures have undergone change, be prepared to explain how the new procedure is more efficient and beneficial.
 - Do not change tasks or ways of doing things quickly or impulsively. If a major change is being considered, include a Gold or two in the change process. Golds sell other Golds on change because they know how to explain the benefits and efficiency involved in changes.
 - Be organized and detailed in explanations of how changes are to be implemented. This is another good reason to include a Gold or two in the change process. Golds enjoy writing policy and procedure. Details do not easily escape them.
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GREENS

- Allow Greens a degree of autonomy.
 - Provide Greens with a calm, non-conflicting environment. Calm and non-conflicting do not exclude healthy debate.
 - Allow Greens to develop new ideas and plans.
 - Provide Greens with a legitimate reason for why the assignment needs to be completed. Busy work or tasks that you have already made a decision on only serve to agitate a Green. These are seen as a waste of their time.
 - Do not avail yourself of sarcasm or ridicule concerning a Green's abilities. Such language can devastate a Green and result in long-term problems for you.
 - Be accessible and ready to respond to questions as a Green asks them. Answering questions is sometimes where other colors create problems by either blowing the Green off or being sarcastic or ridiculing.
 - Give Greens tasks that have not been addressed in the past or that need to be revisited for new ways to accomplish them.
 - Provide Greens with resources to accomplish their tasks.
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