

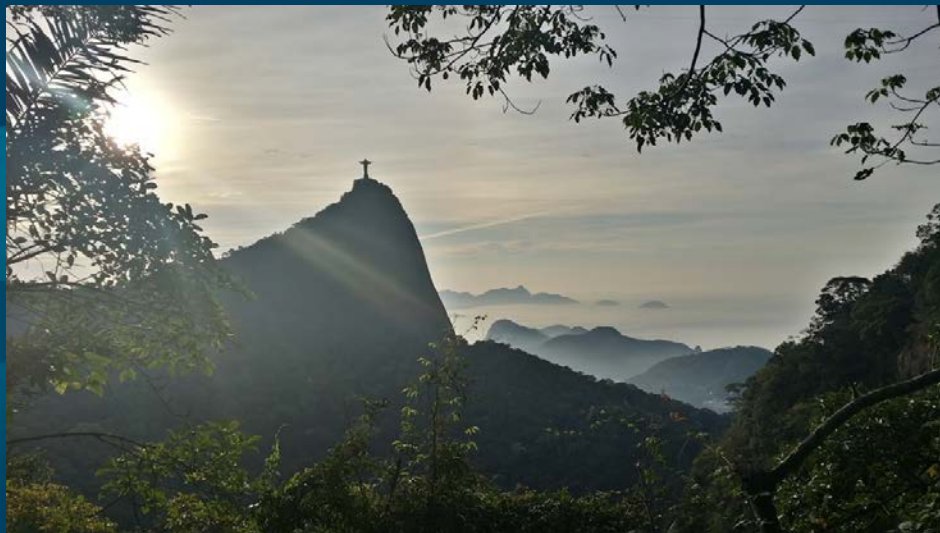


St. Vincent Health

# How to Understand Your Patients by Understanding Yourself

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# Conflict of Interest

## No Conflict

- The views expressed in these slides and today's discussion are ours
- Our views may not be the same as the views of our company's clients or our colleagues
- Participants must use discretion when using the information contained in this presentation

# What are you doing here today?

Learn your personality trait

What are the characteristics of that personality

How to take advantage of your personality

# Many Methods to Figure Out Ones Personality

Left Brain Right Brain

Jung-Myers Brain Typing

Living your Strengths

Temperaments



# Why?

Communication

Treat people/patients along with  
the Injury

Individuals role in society

Patient centered care = Better Outcomes



# Patient Centered Outcomes



In 2001, The Institute of Medicine (IOM) defined **patient-centered care** as "providing **care** that is respectful of and responsive to individual **patient** preferences, needs, and values and ensuring that **patient** values guide all clinical decisions."



# What is Your Personality and Why its Important. Littauer

People caring environment

Figure out your patients personalities

No two people are alike

Polish/Focus on strengths





# Know Yourself

When we know who we are and why we act the way we do, we can begin to understand our inner selves, improve our personalities and learn to get along with others.

Do the very best we can with what we have been given



# Personality Test:

[tinyurl.com/glata17](https://tinyurl.com/glata17)

Or scan QR code:



# Personality It's a Plus



Choleric      Head ATC

Sanguine      On the Field

Melancholy      Clinician

Phlegmatic      Educators

# Popular Sanguine

The sanguine temperament is fundamentally spontaneous and pleasure-seeking: sociable charismatic. They tend to enjoy social gatherings, making new friends and tend to be boisterous. Quite creative, often daydream. Some alone time is crucial. Sensitive, compassionate and thoughtful. Struggles with following tasks all the way through are chronically late and tend to be forgetful and sometimes a little sarcastic. When they pursue a new hobby they lose interest as soon as it ceases to be engaging or fun. PEOPLE PERSONS. Talkative, not shy. Shameless nature certain what they are doing is right. They have no lack of confidence



# Popular Sanguine Personality

## Extrovert, Talker, Optimist

### Emotions

Appealing personality, talkative storyteller life of the party, good sense of humor, memory for color, physically holds on to listener (touchy feely likes to hug), emotional and demonstrative, enthusiastic and expressive, cheerful and bubbling over, curious, good on stage, wide-eyed and innocent, lives in the present, changeable disposition, sincere at heart, always a child ( doesn't want to grow up)

# Sanguine at Work

Volunteers for jobs  
Thinks up new activities  
Looks great on the surface  
Creative and colorful  
Has energy and enthusiasm  
Starts in a flashy way  
Inspires others to join (doesn't like work delegates well)  
Charms others to work





# Perfect Melancholy

The melancholic is fundamentally introverted and thoughtful. Often perceived as very pondering and considerate, getting rather worried when they could not be on time for events. Highly creative in activities such as poetry and art. Can become pre-occupied with the tragedy and cruelty in the world. Often they are perfectionists. Self-reliant and independent: they can get so involved in what they are doing they forget to think of others





# Perfect Melancholy Personality

## Introvert, Thinker, Pessimist

### Emotions

deep and thoughtful, analytical

serious and purposeful

( set long range goals and do things that have an eternal purpose)

genius prone, talented and creative

artistic or musical, philosophical and poetic

appreciative of beauty

sensitive to others

self-sacrificing, conscientious, idealistic



# Melancholy at Work

Schedule oriented  
Perfectionist, high standards  
Detail conscious (toilet paper toothpaste)  
Persistent and thorough  
Orderly and organized  
Neat and tidy  
Economical  
Sees the problem  
Finds creative solutions  
Needs to finish what is started  
Likes charts, graphs, figures, lists



# Powerful Choleric

The choleric is fundamentally ambitious and leader-like. They have a lot of aggression energy or passion and try to instill it in others. They can dominate people of other temperaments, especially phlegmatic types. Many great charismatic military and political figures were choleric. They like to be in charge of everything. However also tend to be highly disorganized or highly organized. They do not have in between setups, only one extreme to another. Very assertive. Fall into deep and sudden depression. Very much prone to mood swings.



# Power Choleric Personality

## Extrovert, Doer, Optimist

### Emotions

born leader, dynamic and active,  
compulsive need for change, must correct  
wrongs, strong willed and decisive,  
unemotional, not easily discouraged,  
independent and self-sufficient, exudes  
confidence, can run anything

# Choleric at Work

Goal oriented ( rather than pleasing people does things on own will and volition)

Sees the whole picture ( dreams impossible dream)

Organizes well

Seeks practical solutions (solves problems and saves time)

Moves quickly to action

Delegates work ( menial tasks which allows him/her to accomplish more than anyone else) saves grand plan for himself

Insists on production

Makes the goal

Stimulates activity

Thrives on opposition ( sanguines quit, melancholies regret time they spent and phlegmatic thought it was too much work anyway)

# At The End of The Day.....





# Peaceful Phlegmatic

Fundamentally relaxed and quiet, ranging from warmly attentive to lazily sluggish. Tend to be content with themselves and are kind. They are accepting and affectionate. They may be receptive and shy and often prefer stability to uncertainty and change. They are consistent, relaxed, calm, rational, curious, and observant, qualities that make them good administrators. They can also be passive-aggressive





# Peaceful Phlegmatic Personality

## Introvert, Watcher, Pessimist

### Emotions

low-key personality, easygoing and relaxed, calm, cool, and collected, patient, well balanced, consistent life, quiet but witty, sympathetic and kind, keeps emotions hidden, happily reconciled to life, all-purpose person (story on page 75)

# Phlegmatic at Work

Competent and steady (closest to being balanced does not function in the extremes or excesses of life walks solidly down the middle of the road avoiding conflict and decision on either side)

Peaceful and agreeable

Has administrative ability (Gerald Ford)

Mediates problems

Avoids conflicts

Good under pressure

Finds the easy way

# Break into Groups

What are some strength weaknesses of your personality trait?

# Strengths and Weaknesses

## Sanguine

### Strengths

- sociable
- charismatic
- outgoing
- confident
- warm-hearted
- pleasant
- lively
- optimistic
- a fun lover
- spontaneous
- a preventer of dull moments
- a quick apologist
- an easy friend maker

### Weaknesses

- impulsive
- chronically late
- shamless
- forgetful
- a compulsive talker
- too loud
- sometimes too happy
- distractible
- not interested in following through with tasks that are boring
- self-absorbed
- an exaggerator
- someone who appears unauthentic

## Choleric

### Strengths

- ambitious
- passionate
- leader-like
- focused
- efficient
- practical
- good at planning
- good at problem solving
- confident
- motivating
- a delegator
- usually right
- great in an emergency

### Weaknesses

- aggressive
- domineering
- inflexible
- impatient
- rude and tactless
- argumentative
- unable to relax
- uncomfortable around emotion
- low on empathy
- discouraged by failures
- too busy for people
- intolerant
- a leader who demands loyalty

## Phlegmatic

### Strengths

- relaxed
- quiet and calm
- content with themselves
- kind
- consistent
- a steady and faithful friend
- accepting
- affectionate
- diplomatic
- peacemaking
- rational
- curious
- observant
- an easy friend maker

### Weaknesses

- sometimes shy
- fearful of change
- prone to laziness
- stubborn
- passive-aggressive
- indecisive
- permissive
- not goal oriented
- unenthusiastic
- too compromising
- undisciplined
- sarcastic
- discouraging
- non-participative

## Melancholic

### Strengths

- thoughtful
- considerate
- cautious
- organized
- an excessive planner
- schedule oriented
- detailed
- highly creative in poetry, art and invention
- independent
- good at preventing problems

### Weaknesses

- obsessive
- too cautious
- prone to depression
- prone to moodiness
- perfectionistic
- pessimistic
- difficult to please
- deeply affected by tragedy
- a person with tunnel vision
- sometimes a procrastinator
- discontent with themselves and others
- prone to play the martyr

[hidingplaceblog.blogspot.com](http://hidingplaceblog.blogspot.com)



**St. Vincent**  
Sports Performance

# How do you take advantage of your Personality?



# Questions to Ponder?

Describe 3 ways your personality type relates to Athletic Training

- Interactions with patients, co-workers, etc.
- Job Performance
- Work Family Balance

How do you maximize your personality strengths and minimize your weaknesses?

If your patient is blank and you are a blank what are the benefits and challenges?

# Organize Popular Sanguine

Most willing to change but they seldom follow through on anything and they believe they don't have any major faults

Popular Sanguines talk too much

- Talk half as much as before

- Don't be a one-upper

- Signs of boredom ( not holding your audience)

- Condense comments ( get to the point)

- Stop exaggerating ( looks like lying)

Self centered

- Be sensitive to other peoples interest

- Learn to listen ( only care about themselves)

Uncultivated memories

- Pay attention to names!!! ( Dale Carnegie)

- Write things down

Fickle and Forgetful Friends

- Fair weather friends ( wet weather friends) only call when it is raining and the can't play golf

- Put others' needs first



# Cheer Up Melancholy

Realize no one likes gloomy people  
hard to tell happy from sad most of life is serious  
they control others by their moods

Don't have to feel cheerful, just be cheerful, fake it till you make it!!!  
As the get older they get more mournful, "No one cares about me anymore"

Don't look for trouble  
take positives and turn them into negatives  
focus on the positive not the negative energy

Don't get hurt so easily  
enjoy getting hurt and this focuses their eyes on themselves

Look for the positives  
hear people across the room and it must be bad where a sangiune does and knows it must be good  
look for the silver lining in things not the negative

# Calm Down Choleric

## Learn to Relax

every house was made to be changed, every meal could be better, every drawer could be neater, and every job could be done faster

They are heart attack candidates because of their go, go, go nature and must learn to relax

## Relax

Take time to smell the roses, go for a bike ride, fly a kite, sit on the beach

## Take the pressure off others

can accomplish a lot in a short amount of time, but need to work at not being workaholics so people can enjoy being with them and not have to run away to keep from having a nervous breakdown

## Plan leisure activity

they erect barriers that prevent them from enjoying themselves and feel guilty about leisure

# Get Motivated Peaceful Phlegmatic

Try to get Enthused

Not a loud glaring problem, but it is extremely discouraging for the mate to have a partner who doesn't get enthused over their dynamic plans

Try something new

When given new ideas they would really stay the same than try something new

Learn to accept responsibility for your life

They let other people do things for them

Don't put off until tomorrow what you can do today

Melancholies need everything right to start something where Phlegmatics underneath do not want to do it

Motivate yourself

It is not that they cannot do the job, they do not want to

# St. Vincent Sports Performance

*Questions?*  
*Thank You!*

