

# lynne schinella



## why mangoes have to make a mess and limes have to sort it

Understanding different personalities for an easier life



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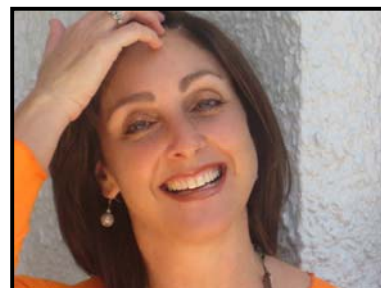


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## About Lynne Schinella



It takes a veteran of many industries to be a true communicator and it takes a true communicator to be the best trainer.

The rigours of a demanding sales environment is where Lynne first observed the best and worst of human behaviour. The challenges of airlines and major hotel chains gave her the opportunity to connect with people where she discovered the greater the challenge in encounter produced the greatest outcome. She's used her unique insight into handling difficult situations ever since to build a successful career focusing on people.

From the frontline battleground of the Qantas counter through senior corporate sales roles at Hyatt, she spearheaded her own performance improvement company – Schinella Incentives. Shifting the focus from conflict resolution and sales to motivation and employee engagement, Schinella Incentives created and installed performance improvement programmes in major organisations such as Lion Nathan, Optus and the Commonwealth Bank. As a keen observer of the science of psychology, Lynne continued the evolution of her company to form Ripe Learning.

Ripe's unique philosophy and learning programmes are based on fundamental principles which have been unashamedly developed and massaged from some of the world's greatest minds. In distilling the thinking of history's greatest philosophers, psychologists and corporate gurus, Lynne leads a team of experienced facilitators who each deliver specific training programmes which explore the fundamentals of human behaviour. The result is a fostering of productive relationships at home and in the workplace which quickly result in increased productivity.



# Introduction

Ever had a relative you didn't get on with? A boss you just can't understand? What about your best friend's husband? What on earth does she see in him and how can they possibly stay together? And what about the loud mouth guy in sales who makes your hair stand on end? The client who wears you down?

In this wonderful world of ours, we, as human beings, are naturally attracted to people who are like ourselves. That's why we often end up in stereotypical job tribes of similar type of people. Think engineers. Analytical, logical, detailed. Think sales people. Outgoing, spontaneous, friendly, party animals. Think surgeons. Reserved, non emotional, workaholics. Think social workers. Caring, nurturing, patient.

Unfortunately, or fortunately, depending on which way you want to look at it, we are not always born into a family who share all our best traits (at least, that's how we see it). At work, we are often fine working within our tribe (sales, marketing, finance, human resources) but struggle with those from other tribes.

But whether we like it or not, that's what life's like. We can choose our friends. You can't choose your family, and in many cases, you can't choose everyone you have to work with.



## SOME OF OUR BIGGEST CRISES COME FROM MISUNDERSTANDING AND MISCOMMUNICATION BETWEEN OTHER HUMAN BEINGS.

So how would you like to minimise this? Get on with mum or dad a bit better? Understand the guy in sales to help him get his expenses in on time? Tolerate best friend's hubby so at least get together's are enjoyable? Take out some stress and find more success?

Read on.

This is not about suddenly having perfect relationships unless you believe in fairy tales.

But here's what I've learned. As I've stumbled and crashed around through my personal and professional relationships in life I have realised one thing. *That by learning more about the way that different people behave and by respecting those differences, and seeking to change not others but **ourselves** in dealing with those differences, we can have more productive and healthy relationships.*

And I am convinced healthy relationships at work and at home lead to increased success in both areas.



The concept behind this is far from new. 5000 years ago, the ancients believed that human beings had four temperaments related to the four elements – fire, water, earth and air, which they related to bodily fluids and treatments. 2500 years ago, it's believed the Greek philosopher Hippocrates was the first to apply this idea to medicine. He theorised that our health was linked to the way that we behaved, suggesting that in order to maintain health, people needed an even balance of the four bodily fluids – blood, phlegm, yellow bile and black bile which were linked to organs and illnesses.

Physicians of the day believed that the imbalance between these four things, which they called humours, created different behaviours and this led to such miracle cures as blood letting and leeching. (Imagine, you've got a bit of PMT, you're just a bit crankier than normal and so you end up being bled. Excellent.) The theory became really popular in the middle ages.

Stephen Montgomery, in his book *People Patterns*, suggests the prophet Ezekiel c 590 BC, refers to the Four Faces of Mankind as represented by four creatures who emerge from the mist – the ox, the lion, the eagle and the man.

And the Greek Physician Galen c 130-210 AD, chief physician to Roman gladiators, and then to three Roman emperors, was the one credited with interpreting Hippocrates' ideas into the Four Humours naming them sanguine, melancholic, choleric and phlegmatic linking disease as well as psychological inclinations to a balance of these four fluids. Through the years many have studied and added to this theory. There are too many to list here but include great philosophers and psychologists Aristotle, Plato, Paracelsus, Spranger, Kretschmer, Eysenck and last century, importantly, Carl Jung.



I am fascinated that the work on these temperaments done so long ago has some consistency in the 21<sup>st</sup> century. Much work has been done in the field of behavioural psychology over the last 100 years and there are many academic works which delve deeply into the human beings personality.

**This e-book is not one of them.** I've taken the bile and the phlegm out of the equation and called the four basic temperaments Apple, Mango, Lime and Banana. You'll get a chance to find out which Fruit is your preference and learn more about yourself. We'll peel the skin from the other Fruit and you'll learn what to expect from them and how to recognise them. And you'll learn to develop strategies for dealing with people who are not like you, in a respectful and appropriate manner.

What I have found truly exciting though, is the breakthrough research in neuroscience over the last few decades which for the first time, adds some scientific weight to these theories that have only ever been speculated upon.

In 1981 Roger Sperry won the Nobel Prize for his work in physiology. Amongst many other things, Sperry had performed the first split brain operation where he severed the corpus callosum, the thick cable of wiring that joins the left and right sides of our brain. For the first time these parts were able to be studied separately and it was clear that each had its own specific function.

Put simplistically, our left side is for analysis, quantifying and logic and our right for creativity and emotion.



Ned Herrmann worked on human behaviour for 30 years. He drew on the work of Sperry and others to suggest we have four thinking parts within our cerebral systems. He developed the first whole brain model instrument to test this theory which is still widely used.

Today neuroscience is an absorbing and fast paced field where new discoveries about how our brains work occur nearly every week.

The ability to understand these basic behavioural types has been such a powerful tool for me. Because in gaining an understanding of the four temperaments, we learn more about ourselves and therefore each other.

In difficult situations, our knowledge of how we react, and how certain types of people react, can diffuse an argument before it begins. It stops me judging perhaps as harshly as I used to.

And as human beings we are naturally judgmental. And somehow our way is always the right way, which leads to conflict, stress and less productivity in the workplace.

Success in life is not limited to your Year 12 results. Our left brained intellectual capacity is enhanced by our right brained skills of understanding each other and respecting our differences, which enables us to have more healthy relationships that bear the fruits of success in business and at home.

I'm always asked, but can you change which Fruit preference you are? Does an Apple remain an Apple all his life? Can the Fruit change?



The answer is yes, your preference remains the same. And yes, you can adapt to situations and circumstance.

We all have a natural preference. Research into the field of human behaviour suggests that wherever there is two of anything on our body, one will dominate. Right or left handed, one foot is bigger than the other. It's the same with our brain. We usually have a dominant preference with a support act, so you might be an Apple with a Lime rising. In work, the idea is to find a career that suits your preference. That's critical for your own well being. You know how much extra energy it takes to do a job that doesn't come naturally. That part is really important to your satisfaction and contentment.

Circumstances can change what your naturally dominant trait is. A job with a lot of red tape and detail can strip away fun out of a Mango. A hip fun ad agency can bring out the zing in a Lime. A creative design school can make even an Apple chill a little. And a fast paced call centre can bring out the urgency in a Banana.

It's really important to remember that our personalities are extremely complex and each one of us is made up of a myriad of genes. In 1936, a couple of psychologists called Allport and Odbert identified 18,000 words in the English language to describe characteristics of a human being. And more recently, work in the field of genomics suggest we are made up of 30,000 genes. 30,000!!!



So, our thinking preferences, our behaviour and our personalities are not so simple that we can meet someone and pop them in a little fruit box, thinking we now understand them. We're all born with our unique set of characteristics that set us apart from each other.

Remember, this is not an academic treatise. I want to be very clear about that. There are many wonderful academic works on human behavioural profiling, my favourites of which are listed at the end.

**THIS IS STRICTLY POP LITERATURE, DESIGNED TO TAKE A LIGHT HEARTED LOOK AT OURSELVES IN THE SERIOUS MATTER OF HOW WE GET ON WITH EACH OTHER.**

But before we lift the lid on the box of Fruit to see what's inside, try the quick quiz on the next page to see where you might fit into the Fruit Salad.



## Which Fruit are You?

Tick one (only one!) across each row that best describes you. Then add up the ticks in each column to see where your preference lies.

Fast thinker	Thinks of lots of things at once	Deep thinker	Steady thinker
Outspoken	Storyteller	Good listener	Likes people
Self motivator	Excitable	Likes structure	Team player
Strong leader	Inspirational	Accurate	Consistent
Quick decisions	Spontaneous	Plans ahead	Obliging
Often right	Often suffers buyer regret	Fears embarrassment	Fears conflict
Competitive	Likes a challenge	Ordered	Doesn't stress easily
Self sufficient	Generous	Meticulous	Easy going
Results oriented	Dreamy	Organised	Diplomatic
Persuasive	Charismatic	Musical	Patient
Enjoys business	Demonstrative	Perfectionist	Relaxed
Direct	Popular	Critical	Eager to please
Workaholic	Party Animal	Tidy Freak	Laid Back Larry
Intolerant	Optimistic	Pessimistic	Tolerant
Impatient	Bored easily	Detailed	Good listener
Bossy	Undisciplined	Neat	Loyal
Confident	Talkative	Serious	Flexible
Domineering	Funny	Analytical	Inoffensive
Controlling	Show off	Lacks enthusiasm	Submissive
Determined	Egotistical	Unforgiving	Peacekeeping
Resourceful	Big picture	Cautious decisions	Steady
Argumentative	Warm	Sensitive	Caring
Gets jobs done	Descriptive	Negative	Likes direction
Clear thinking	Restless	Worrier	Giving
Hates stupidity	Forgiving	Patient	Empathetic
Energetic	Messy	Introverted	Hard to say no
Adventurous	Disorganised	Thoughtful	Indecisive
Intellectual	Seeks recognition	Rule keeping	Talks a lot
Tactless	Exuberant	Hard working	Diplomatic
Accepting of change	Thrives on change	Suspicious of change	Fearful of change
<b>APPLE</b>	<b>MANGO</b>	<b>LIME</b>	<b>BANANA</b>



## Just a Taste.

Apples. Mangoes. Limes. Bananas.

Each one of us is a fascinating fruit smoothie but most of us have a natural dominance for one Fruit. Throughout our lives, we may take on traits of other Fruit, either because we are forced to, through circumstance, or because we choose to learn those traits or skills that we're not so good at. ***The descriptions below are for those extremes on each scale.*** It is likely you'll recognise bits of yourself in each Fruit.

Let me be clear. **No type is better than another.** Each one has its own set of remarkable qualities, and, let's face it, areas that challenge us. Increased self awareness allows us to recognise these weaker spots and then trying to do something about them. I'm not saying this is easy, of course. But if we work towards it, we get a little better all the time and our relationships have a better chance of survival.

Human relationships are the only thing we have that's irreplaceable. If we write off our car, we can save and replace it. If our house gets burned down, somehow we can find another one. Even if our precious old photo albums get burned, our memories still sizzle in our brains. But when a treasured relationship is over, through death, it is gone. It cannot be replaced.

For Mangoes and Bananas, the right brained Fruit, this value on relationships is more natural. For Apples and Limes, you may need to think on this. But I race ahead of myself. Let me introduce you to the Fruit and see who you recognise amongst them.



## Meet the Apple

The Apple is often found leading companies and countries and heading up committees. You want something done, ask an Apple. He gets things done, usually while he is doing 12 other things at the same time. The Apple is business like, functional and well organised. He thinks quickly and efficiently and is frustrated with those that can't keep up. He needs to be in control, whether it's his naval unit or his family. He needs to be in control because he knows his way is the best way. He can be impatient and can't understand why others don't "get it."

**APPLES PREFER TO MAKE UP THEIR OWN RULES**, in the absolute belief theirs are the best rules. This allows them to think for themselves and not accept anyone else's ideas without giving them a full going over with a fine toothed comb. They don't care if you've got an MBA, a PhD or ADHD, it doesn't affect their outlook.

Apples pride themselves on being able to deal with the many tasks they set their minds to. Not for a minute do they think something is beyond them. They don't just want to be ok at it though; they want to master every skill. In fact, it's their idea of fun – getting better at a skill. They would never play with thoughtless abandon just for fun – there must be a goal to reach.



Don't let this be just a theory  
- you have to apply it in real life



With this in mind, you can understand the Apple is highly results driven – a brilliant trait for management or positions of leadership.

**The intense desire to achieve is a constant companion to the Apple which puts pressure on themselves and those around them.**

The chance to come unstuck occurs when they don't achieve the results they want. Apples have enormously high expectations of themselves.....and others. They are highly critical and beat themselves up when they don't achieve, often wondering why when the rest of us can easily see they've set the bar too high. Whatever they attempt there can be no backsliding – they have to keep getting better and are merciless in their self condemnation.

They are equally brutal when it comes to others under achieving in their eyes. Apple parents are fearsome people to have on your case.

The depression rate in Year 12 students is far higher among A students (who are often Apples) than C students. The A+ student frets when she drops to an A, and a B is cause for a serious look at her life. The C student is often far more content and finds that elusive thing called happiness more easily in later life.

The other area an Apple comes badly unstuck being so results driven is in the relationships stakes. That's because an Apple will get a result at any cost. Pleasing others, caring about their feelings and obeying rules don't sit top of mind in a strong Apple. And this opens up a whole can of worms when it comes to getting on with others.



Having said that, the Apple feels strongly about the core pocket of people closest to him. He's actually a closet romantic, though no one but his partner would ever have an inkling of this. That core pocket includes partner, children and anyone else able to sneak under the radar. He'll fight to the death for those people, but don't expect a whole lot of lovin' if you don't fit in this category.

When it comes to a difference of opinion, any conflict, an argument, you had better be on your toes. We'll talk more about this later but for now let's just say you are much better off going head to head with an Apple, as scary as that might sound. You see, an Apple quite likes a bit of verbal fencing. They see it as a bit of sport. And they're good at it.

That's because these high left brain thinkers have a wonderful gift of critical analysis. That is, they are able to rapidly analyse a situation, toss around all the possible solutions and clearly see the most effective one. And all of this in the time it would take us lesser mortals to understand the initial problem.

This ability to see a problem with such clarity also allows Apples to get maximum results for minimum effort. Which is just the way they like it as they HATE wasted effort.



A Banana, as you'll find out, tends to feel uncomfortable with any sort of conflict, even if they're not personally involved in it. But the next time you see two Apples engaged in heated debate, don't stop to feel bad for them. These guys are loving it! They're on the dance floor. They're at the bar knocking back a few coldies. They're shooting some baskets. They're listening to their favourite rock band. They see it as an opportunity to mentally engage another active, analytical mind and find argument energising, even if the rest of us don't.

Apples are efficient in every way. Of all the Fruit, they are the most like a machine. They don't use up fuel they don't have to. That means they don't overeat. If they want to lose weight, it's efficient and goal oriented and they want to do it fast. Time is precious. They don't waste words. They try to avoid the irrelevant, the trivial and the redundant and just get straight to the point. They struggle with the Fruit who seem to have an abundance of words. (you know who you are!)

They are reluctant to state the obvious and assume that if something is obvious to them then it's obvious to you. Chatting about the weather, making comments on something you see may be making small talk to you, or thinking out loud. To the Apple you're wasting breath and words.

When you make a mistake around an Apple, you'll never make that mistake again. They are scathing and unforgiving when it comes to error, in themselves and others.

**STUPIDITY IS A CRIME.**



The Apple prefers to appear unemotional. It allows them to keep control. Letting their emotions show is to them a sign of weakness which allows others to get too close.

A much admired trait of an Apple is that believe they can overcome any obstacle and dominate in any field. They have a total belief in themselves. They know they may encounter a few land mines along the way, but with some careful defusing they will reach their goal. This self belief can make them seem arrogant to some but it is not meant that way. To an Apple, their invincibility is just a fact.

A dear friend of mine always wanted to write a book. The fact that the publishing industry is cut throat and hundreds of people write books that never get published let alone looked at didn't faze her. She knew she could write a good book. She did. Her very first manuscript was accepted (of course!) and she is now finishing her 14<sup>th</sup> novel. I marvel at that absolute self belief. This doesn't mean she is arrogant or vain. She doesn't boast of her achievements. With an Apple, it's enough just for them to know.

Apples don't instinctively trust anyone, or anything until they can analyse it themselves, except for reason. Their analytical minds cannot ignore reason so this is your best weapon when it comes to arguing with them.



## **The Apple has an intrinsic need to be in control.**

Losing it is what he fears most. It's easy to let an Apple intimidate you or make you feel inadequate. They don't mean to make you feel that way – it's just the way they do things. A couple I know were sharing their thoughts on a friend of theirs, a strong Apple. Their complaint was that they always felt he was shutting them down, that he had this need to "win" conversations. Whilst they liked his strength, this constant feeling of inadequacy was having an effect on the relationship...an effect the Apple had no inkling of. They must win at all costs. Have to win the conversation. Have to get their way. Have to have the last word. Apples are incredibly tenacious. Giving up doesn't enter their consciousness. If all else fails, they often bully their way in until everyone else just gives in for the sake of peace.

They love to solve and fix. By the same token they want you to let them know how much you love them to solve and fix.

They want you to keep up to their frenetic pace and get frustrated when you can't. Some of the other Fruit may just need a little break but the Apple is ready to go full pelt all night just to get the job done. Recognise a boss you may have had?

The big challenge for Apples is that they must realise that 75% of the people they meet are not likely to be like them. They need to cut the different Fruit a bit of slack. Sadly, Apples don't often pick up books like this, believing their way is the right way. They have little time for self help books and lifestyle courses. They are the Nike fruit.



Apples are very good for you and they know it. With this in mind they are happy to give advice even when it isn't asked for. Being natural leaders they take control which is perceived by themselves as being the obvious solution and by others as being bossy.

At their worst, a bad Apple can get highly critical but once again they don't think of any pain they're inflicting. They can take the feelings of others and grind them into the ground. Being pragmatists to the core they simply see they are solving the problem.

The thing I love about Apples though, is their directness, and their intelligence. With an Apple you always know where you stand. There is no pussy footing around, no pretence, and no back stabbing. You might not like what you hear upfront, but at least you are able to deal with reality.



Don't blame others for being  
themselves



## Spot the Apple

You can recognise an Apple by his blunt, direct speech. He speaks quickly and to the point. If you have an Apple in your life you'll often feel they are grilling you, or not showing enough interest. Their speech is compact, crisp and sometimes terse. Then they wonder why they've lost their audience. To others, it may seem rude, to an Apple, succinct words and phrases get to a point more efficiently.

He may ask lots of questions as he tries to find out whether you're worth talking to or not. He can punch certain words out to make a point. And there is no small talk. He is more likely to ask you how you think the new US presidency will affect share prices than talk about the weather.

An Apple often interrupts if you're not speaking quickly enough, or he's bored with what you're saying, and has no problems being what you may see as confrontational, even on first meeting.

He has a confident manner. He stands tall and straight and his busy eyes look you directly in the eye. His chin is uplifted, ready for action.

An Apple uses strong body language; you may see closed or pounding fists, or pointing fingers.

Apples are dressed efficiently; they will look business like, even at a barbie, because they're always ready for action.

And if you're really stuck, find about how they spend their time. If they're GM of somewhere, with 2 small children, supporting their husband with corporate entertaining for his job and completing an MBA or PhD, chances are you've struck gold.



# So how do I deal with Apples?

Some may argue that Apples are the most difficult Fruit to get on with. But that's only when you don't understand them, or what their hot buttons are.

When you want something from an Apple, or you want them to agree to something there are some simple rules.

**Have your facts.** If you don't you will be eaten for breakfast. Have a logical argument that flows. Don't bother telling them how you feel, or that Sophie feels really hurt or everyone doesn't like them – they don't care! Give them the facts in a logical manner, and one more thing – make it fast. If you're not quick enough they'll move you on to the next subject.

They don't respond well to other peoples ideas because this takes away their control. But rather than argue with an Apple straight up, leave them for a little bit. Given time, they will think about an idea and may well come to see it as a good one, even if they end up selling the idea as their own. Remember, play them with reason. And when they have an idea, regardless of everyone opposing it, they will plough ahead anyway, in the absolute belief that theirs is the right way.

For most Fruit Apples are toughest when they bring out their inner bully, whether they mean to or not. This can include raised voices, even yelling, strong body language, invading your space and making demands you can't meet.



I have asked thousands of Apples in my audiences whether, when they start to argue, they want people to run off scared, or stay and stand up to them, the verdict is unanimous.

## **APPLES WANT YOU TO STAND UP TO THEM.**

This can be a scary proposition. Apples can articulate themselves well. But all Apples agree that if you stand up to them, you have a chance of developing a mutually respectful, long term relationship.

Apples see it as a weakness when you don't stand up to them, and whilst they may not show it, they will grudgingly admit respect for any one that does. This doesn't mean yelling and matching them toe to toe. It does mean firmly and calmly letting them know where you stand on a subject, what you're prepared to tolerate, and not.

Sound hard? Can be. But start practicing on some moderate Apples and lead up to the Big Apples.



**Don't put people in boxes.  
Use this as a guide only.**



## Meet the Mango

She's the fabulous one – just ask her! The Mango is the one holding court when you walk into a room. She's surrounded by people laughing at her funny stories and warm manner while she exaggerates and gestures wildly to get more of a laugh. Her trivial events seem to get just a bit more dramatic with each story telling. She looks good and is dressed in the latest threads.

Mangoes are natural storytellers. Just try stopping her! In fact, a word of warning...never put too many Mangoes together at a dinner party. You won't get a word in between all that fabulousness.

So Mango, you're a great storyteller, right? You're really funny, and everyone laughs at your stories, right? And you don't mind when the joke's on you, in fact that makes the story even funnier, right?

Try this, Mangoes. Next time you're holding court with a fabulous story and you get interrupted, try NOT going back to the story. Because chances are, guess what? NOBODY CARES. That's right. It's funny in the now but don't keep dragging back to it. It will kill your Mango ego to rein yourself in like this but just try it. I did, and found out I perhaps wasn't quite as fabulous as I thought I was. Oops.

Mangoes are loved and adored for their charisma and extraversion, or reviled and abhorred for their flamboyancy and inability to take life seriously. It just depends which Fruit is looking at them.



Life's is just too much fun for a Mango. She sees fun and excitement in just about anything. A strong Mango draws people to them because they always seem to be the ones having a good time. They are self confident, charming and charismatic. This helps to make them great motivators; they are very persuasive and coupled with that charm can make them valuable salespeople.

Mangoes love people around them. People are to be enjoyed, not argued with, so you'll find Mangoes are pretty good in an argument. They don't shy away from conflict and would prefer to handle it as quickly and easily as possible.

They have generous natures, and like to help solve problems, whether it's giving of their time or money but the motive for this and solving arguments is this: let's be quick so we can move on to the next exciting thing (or bar).

Mangoes can make you feel like you're the only person in the room, and in extreme cases like they're your best friend as soon as they meet you. And they are. Until they're not. This is not intentional. It's just that Mangoes live in the present, they live for the now.

Mangoes **so** live in the present. This is good and bad, if you think about it. Good, in that by living and acting in the present moment, Mangoes are able to forgive quickly, and move on from their losses. Bad, in that they are not deep, introspective thinkers who spend a long time reflecting on their mistakes. Whether they reverse the new car into a pole, or lose the deal at the negotiating table, there is no time for moping. They pick themselves up and move on. And because they don't take the time to analyse them, it means that sometimes they don't learn from those mistakes.



Mangoes are wonderful optimistic creatures. Even when something goes wrong in a Mango world, they are quick to see what good can come out of it. A Mango who loses a leg will be grateful they can save money on shoes! A brilliant trait, although not always realistic.

Mangoes, like Apples, believe anything can be achieved. They don't have the same unwavering self belief, rather they trust that there is always a way around a problem. Things other people would consider impossible, the Mango sees as a challenge. Because of their openness to change and new ideas, they'll consider anything it takes to get a successful outcome.

This fat fruit has huge emotional needs; a desire to love and be loved. They can't get enough affection and need frequent interaction with family and friends. It upsets them when people don't like them. They just can't understand why: I mean, what is there not to like? Desperate for recognition, the Mango will respond to public displays of recognition and credit rather than monetary rewards, any time.

Mangoes don't like to read instructions – they just get in the way. They also don't fill in warranty cards. They're a waste of time and where would they file them anyway? Surely nothing will go wrong in a year? They get lost easily because they have several folders open in their heads at one time and following directions is no fun – surely they'll find the party anyway.



**YOU'VE GOT IT - THEY'RE JUST NOT SO GREAT ON  
DETAIL.**

**YOU SEE, MANGOES ARE BIG PICTURE PEOPLE.**

They are visionaries – one of their greatest traits. They have the wonderful gift of being able to see something in 3D in their heads and see no need to fret about details. They think in pictures which is why their faces may go suddenly blank if you're talking statistics. This ability to translate everything into pictures also means they can choose to laugh at the oddest times. They're seeing something in their heads that you are not.

You don't often meet a wealthy Mango. They may look it, with their designer clothes and sunglasses, ritzy accessories, fancy car and overflowing with confidence. What they're not showing you is their huge pile of debt. Because the Mango loves to spend and to have a great time, savings are put off until another day and debts pile up. Mangoes need to get good at discipline or have someone around them who is.

They especially don't like to be reminded of how much something costs while they're having a good time. Because they've already taken the risk, are enjoying themselves, and don't want to think about the harsh realities of paying off a credit card later. They're notorious for planning big surprises, parties or trips and worrying about the money afterwards. Because in their mind, afterwards may never come. They are spontaneous and impulsive, preferring to live life to the full in that moment.



A trait that has the other Fruit puzzled, if not embarrassed, is the Mango desire to talk about anything that happened in their day, no matter how embarrassing it is. This is because they see it as funny, and relish the opportunity to retell a story and get a laugh. Others can be mortified at this behaviour.

But if a Mango is telling a story about something bad that has happened to them, and it's not funny, remember, they don't need it solved (Apples) and they don't need you to rant and rave. They just need a hug.

The Mango has a general propensity to be accident prone. Exuberant and reckless are words that spring to mind. Mangoes are the ADHD Fruit. They are thinking lots and moving quickly and along the way can stub a toe, bruise a hip or knock over a glass.

Having said that, the optimistic Mango believes life is pretty good to them. This leads to a pretty casual attitude and they often injure themselves through carelessness, simply because they are trying to get so many things done by rushing around at 100km's an hour.

Battling weight gain is common for this Fruit. I mean, how can she possibly resist all of life's sensual food pleasures? It's a real struggle for the Mango, who has a substantial ego and wants to look good, against the desire to have the jewels of caviar burst on her tongue, or the silky indulgence of a zabaglione slip down her throat. After all, life is for **living!**



Mangoes are wonderful, inspirational people who get those around them excited about a new project. The trouble is, the same **Mangoes get bored really quickly** and want to move on to the next project. Strong Mangoes are extremely clever at starting many projects and then getting others to finish them. I have a special friend who excels in this: I watch in awe as people around her make curtains, wash floors, run committees and get festivals up and running. Men and women alike fall under her special Mango charm.

Because of their openness to new ideas, Mangoes are the best at adapting to change. They love new challenges and are great at saying Yes! to taking on a last minute project. But beware. They may be confident they can achieve it but they're also not so good at time frames or detail and invariably end up asking for help.

This ability to adapt though, also has an upside. It allows them to work well when it comes to crisis or conflict. They are the most likely of all the Fruit to go with the flow and land on their feet. And if they land on their knees instead of their feet, their optimistic nature allows them to see the good to come out of it as they already plan how to do it.

Someone with strong Mango traits has a gnawing desire to have social impact; to be able to help the world and change it in some way for the better, Think Steve Irwin. Think Bono. Their natural generosity spills over in an effort to make their home/workplace/community/world a better place.



The thing to remember with Mangoes, is that are from the same family as poison ivy, and some people are naturally allergic to them, or at least the sap they can produce.

So, what to do if you have an allergy to Mangoes? Limes are particularly prone to this, and we'll study it more closely in a little while.



Don't use your weaknesses as an excuse for everything - just get better!



## Spot the Mango

The Mango often stands out because she's talking quickly, and enthusiastically, using her hands a lot. In fact, all her body language is open.

She'll be dressed quite well but look out for tell tale signs of rushing around doing too many things at once. This usually takes the form of sloppiness in dress (a pulled thread, a missing button, a coffee stain). And if you quiz them about it they'll exclaim, "OMG – it was fine when I left home this morning", even if it wasn't.

Mango's speech is free flowing and playful and she has a full vocal range which she uses animatedly. She doesn't often take a breath, and you may notice a lot of the stories she tells, are about her. But then her thoughts can seem random. She's like a pinball machine, darting around all over the place from one subject and back into another.

If you're talking, she may get fidgety. Watch for tell tale signs when her eyes glaze over or she starts shifting. She'll be busting at the sides to say something, because what she's got to say is always far more interesting!

Mangoes have an easy smile and a tendency to make people comfortable around them. Their eyes are wide open and dancing, really interested in what you have to say...until they're not.

Look around at their environment. Their desk will be ordered chaos, with piles of work on the desk and surrounding floor. And if you're in their home, open their wardrobe. Just watch yourself as a mountain of clothes and shoes falls out on you.



# So how do I deal with Mangoes?

The casual attitude of a Mango can be terribly frustrating to the more structured Fruit (you know who you are). In particular, it's really easy for Mangoes to get up a Lime nose by talking too much, over the top of them, finishing their sentences for them and being a fabulous extravert overall.

The good news is that of all the Fruit, Mangoes are not only self deprecating but usually aware of their shortcomings. You can tell a Mango to take a breath and give someone else some space, in pretty direct terms, and they'll take it in their stride.

To keep their interest, talk quickly. They expect you to be stimulating, just as they think they are.

When they invariably wander off track, pull them back firmly – don't allow them to digress too much. Once again, Mangoes know this is a bad habit and will be happy to come back to the matter at hand.

Talk in pictures and tell stories to illustrate points. Of all the Fruit the Mangoes are the most visual and if you can paint a picture for them you're talking their language.

At home or at work give them big picture jobs where they can indulge their free spirits. Just don't forget to check up on them because they have a tendency to drift to another job before one is finished.

Mangoes are opportunists. If you're trying to sell them on a thought, whether to take on new staff or try a new moisturiser, convince them of the pay off and you're in.

They love recognition and are not averse to having their egos stroked. And you can usually use humour to defuse a potentially difficult situation. Mangoes often see the funny side.



## Meet the Lime

Limes are that exotic yet understated Fruit packed with hidden surprises. When you understand a Lime well you will find it has many uses and is indispensable in the bowl of Fruit. A Lime just doesn't have the need to showcase how wonderful they are.

They're the ones with the really neat desk, the timetable scheduled to the minute and all their files in alphabetical order. Their clothes are conservative and neat. They don't mince words or waste time on trivia. They think things through cautiously and thoroughly. They don't make spontaneous decisions. Each decision is calculated after thorough analysis.

They don't like to be around people who are disorganised, late, forgetful or unpredictable as it makes them feel upset and uneasy. Already you can see why the Mango and the Lime often lock heads.

Limes like sensible conversation and only speak when they have something of impact to say. You see, they are cautious, deliberate thinkers and **when they speak, it's because they've thought about it.** They see small talk and playful banter as wasteful, somewhat like their left brained counterpart, the Apple. You can almost recognise the Lime or Apple by their emails. No Hi There! No chit chat.

*Lynne,*

*Meeting 430pm. Bring all reports.*

*John*



But on a topic that interests them, they will have an enormous wealth of information...in fact form. Another Lime will be fascinated but the people oriented Mangoes and Bananas will struggle to concentrate when all they are getting are facts and stats.

Limes are perfectionists. Accuracy is all important for them so they are happy to spend whatever time it takes on a job to get a report right, or decorate a room to perfection. Which for the rest of us can be an absolute bonus, as long as we're patient. They get upset with impatience and the desire to simply tick a box to get something done. Of course being perfectionists can be hard on everyone, because in this imperfect world, many people don't measure up to the Limes high expectations. When they get stressed the people around him become the target of endless nitpicking. They can be quick to judge, and if they don't like someone or something, can close off further communication quite quickly.

The truth is, a Lime is extremely sensitive and gets hurt really easily. He is crushed by personal criticism. He just doesn't show it. So some light hearted teasing from a Mango becomes a barb to a Lime's heart. The Mango rattles blithely on, unaware she has caused pain whilst the Lime thinks of even more reasons to despise her. Because of this propensity to hurt, they are very careful of others feelings and will never cause pain intentionally.



Limes are awfully responsible and will even take on a responsibility that isn't theirs, out of a sense of duty because no one else has bothered to volunteer. Unlike the Mango, a Lime will feel a hardened sense of guilt by not offering. In Plato's work he called them the Guardians – what a great way to describe them! They are the keepers of the rules, there to ensure that no one oversteps the boundaries. Limes are to be found ruling the reception desk of every medical specialist's office.

Rule keeping is probably one of the more fundamental values of a Lime. They are most distressed when rules are broken and order is upset. Turning up late for a meeting or borrowing the hole punch and not putting it back in its rightful place can earn very stern looks from a Lime.

In order to feel good about themselves, a Lime needs to think of himself as dependable, someone who can be trusted at all costs. He is very hard on himself when he fails in this and is equally hard on those around him.



You can change aspects of yourself through life, but your natural preference will always be the same



But because of the rules Limes set themselves, they are consistent and dependable. A Lime won't let you down when you tell them to be somewhere at 9am, have a report at 10am and order a triple chocolate Blackforest cake with raspberries instead of cherries for Kate's birthday. This desire to follow rules leads to maximum efficiency and can make them valued employees. They also add value because they are hard workers. If there's a job to be done, they'll get in and do it, often happiest when a job is being done well and rules followed to the letter. They rarely complain....out loud. You need to keep a close eye on whether a Lime is happy or not because more often than not, he'll keep unhappiness to himself, believing in his glass half empty way, that there is no use in whingeing.

Limes are not impulsive. Each decision is made having been thought through carefully and weighed up before going ahead. Never expect a Lime to jump with joy when you suggest a weekend away on a Friday morning. What will they wear? Who'll water the plants? Will it be hot or cold? Remember, they are cautious and slower thinkers who need time to think things through.

When it comes to confrontation, a Lime will most likely withdraw. They don't like to fight openly and they feel that if the other party isn't smart enough to see it their way, then there is no point in an argument.

**WHY WASTE WORDS ON SOMEONE WHO'LL NEVER GET IT ANYWAY?**



A Lime can withdraw into moody silence and slowly get more and more churned up inside because the other person hasn't picked up that there's anything wrong.

Their desire for accuracy and order is brilliant for any work with figures. You will all know the woman in accounts who searches for 5 cents because the Mango put in expenses that didn't quite add up. And he put them in late as well, causing many a pursed lip.

The rest of us tend to underestimate how important money is to a Lime. They are the ones who cut out Pizza Hut coupons and use every fuel voucher receipt from Woolies. This actually means they're the smart ones, because they end up saving in the long run. The thing is that a lot of us don't see a saving of \$5, \$10, \$20 or whatever, as worth it. The Lime sees 5 cents as being worth it, because a penny saved is a penny earned. They shop during the sales and do as much as they can themselves around the house to save unnecessary spending. They're not tight; they just value money.

A Lime is economic in more ways than money. A Lime uses words wisely. This is because he has already thought everything through carefully before he opens his mouth. At a meeting, when others start mouthing off about a great new idea they've just had, you are likely to see the Lime sitting quietly, smiling to themselves. They've had the idea, run through all the scenarios and already know that it won't work. But you can imagine how this comes across – that the Lime is putting a dampener on the party. That's often not it. **HE JUST THINKS MORE.**



The other reason a Lime uses his words conservatively is because he is wary of using fancy words, too many words, with too much energy which draws attention to himself. No flapping of arms for the Lime. In his modesty, he doesn't want to be seen as getting way above his station.

Limes are worriers by nature. They worry about global warming, about the situation in the Middle East, whether the hair colour is right for them and getting dinner on table by 7pm so the boys can go to football practice. As you can imagine, all this worrying can lead to expecting the worst, and being quite flat at times. In our brains, Lime thinking is located at the diagonal opposite of a Mango. So the Mango's natural optimism is countered by the Lime's natural bent towards pessimism. At worst, they can be quite glum and depressed, always expecting poor outcomes. But there's a very positive side to this pessimism. Because of his nature, the Lime is excellent at weeding out any gaps in a plan. In a work situation the visionary Mango comes up with a big picture plan that gets everyone excited. The Lime is there to roll their eyes and ask exactly how that herd of elephants is going to fit through the lobby. Without Limes to bring us down to earth, many plans would fail dismally.



There is no time for frivolity in a Lime world. Everything has to have a purpose. This doesn't mean that they don't have fun, it's just that the *fun* has to have a purpose. Spontaneity is something hard to fathom for them. They are immensely modest and never seek accolades for something they see as their job anyway. They hate to draw attention to themselves and find any sort of showing off almost repugnant. Of course what happens is that because of this, Limes don't get noticed. That's fine, except for the Lime seeking promotion. So whilst a Lime doesn't actively promote themselves, they expect you to notice everything they do and bestow plenty of respect and acknowledgement on them.

Limes are careful, composed, conservative and consistent. You can always depend on a Lime to be there for you.

The thing I like best about Limes is their sensibility, their skill at planning and order, and their ability to view problems with an efficient logic. Once I had an amazing Lime work with me whom I still miss. I would be rushing out the door to a new meeting, late and juggling briefcase and lipstick. She would calmly hand me the files I needed, the street directory open at the map needed to get me there (pre GPS) and already have found the keys I had lost. Every Mango needs a good Lime in their lives.



**Don't expect that having a taste  
of the Fruit solves all your  
problems!**



## Spot the Lime

Limes are easily recognisable because they are meticulous in their appearance, conservative and well dressed, and neat, neat, neat. I've never seen a Lime with a smear of vege from breakfast or a drip of this morning's coffee down their front. You know why? Because they have a spare set of clothes in the car. Extreme Limes couldn't bear the embarrassment of being seen imperfectly in public.

They are likely to be more introverted than extraverted, saying little unless it has been well thought out. Watch them for precise, deliberate speech using a limited tonal range. Limes will make small gestures keeping their limbs close to their body.

When Limes listen they are extremely focused so it may seem their eyes are almost scrutinising you. They are just listening carefully.

Their manner is reserved and you won't be able to read a lot of emotions into a Lime face. Lime posture can be quite stiff as they are often wary, ready for fight or flight.

A Lime's immediate environment gives you a pretty good indication of who you are dealing with. Their work desk will have a place for everything, including that hole punch. Work will be set aside neatly, and the coffee cup will sit in the same spot each day.

If you're in a Lime home, you'll know it. Check the wardrobe and marvel at colour coded shirts, dresses hung by length and a drawer where the undies are rotated for equal use.



## So how do I deal with Limes?

The best way to approach a relationship with a Lime is to respect their ways. Too many Mangoes scoff at the Lime need for structure and organisation, and the fact they take longer to make a decision.

Remember to Limes, safety and security are paramount. If you keep that in mind when you deal with them you'll be on the right track. Of all the Fruit they fear change the most. When you approach a Lime with a new idea, always be prepared for it to take some time to get acceptance, whether it's a new invoicing system or a change to holiday plans. Change rocks the Lime world because they can't guarantee their own safety. What will happen? What's new that I can't do? Or cope with? Are there new systems I have to learn? Are there new people involved?

Introduce ideas gently with as much notice as possible and leave time for them to get used to the idea. Ultimately, show them, give them proof that this is a safe decision and when they agree they won't be embarrassed in any way, that you will support them.

If you're fast, slow down. If you're loud, quieten down. When you ask a Lime a question, give them the space and time to answer. Don't jump into the space because you think they're taking too long to answer..wait, because (maybe unlike you) they're still thinking!



Limes can keep their feelings very much to themselves but this can be a negative when they are angry, frustrated or upset. Create an environment that makes it easier for a Lime to talk about their feelings. Watch carefully for the sensitive Limes changing moods so you can help them.

Creatures of habit, a natural progression from liking routine and order, Limes value the past. Their pleasant memories consist of things that ran smoothly. Routine provides comfort in troubled times. However, Limes don't want a big hug when things get a little rocky....they want to be left alone, to think and reflect whilst going about some routine job. And most importantly, when they are upset, don't invade their precious personal space. Let them have their space, and let them know you're there if they need you.



## Meet the Banana

Bananas are the sweetest of the bunch. Friendly and caring, you immediately warm to them...or view them suspiciously, depending on whether you're an Apple or not. Now as anyone knows who lived in Australia after Cyclone Larry, Bananas are a precious commodity to be valued. When they're not around, you miss them sorely. They are versatile, accepting, adaptable, trusting and empathetic.

Bananas have a finely tuned sense of intuition. Sensitive creatures themselves, they are the first to be aware of others body language or facial expressions when something is wrong. So it goes without saying that these people can make great friends.

Their ability to be a shoulder to cry on is legendary. Ever sat next to someone on a plane and found them pouring out their problems to you at 15,000 metres? If you have, you may well be a Banana. Why do we do that? Because Bananas exude an energy of comfort and safety.

For the same reason Bananas make great mediators. Their ability to empathise with each party, and provide a calm logic allows them to take part in mediation and to fulfill their desire to help.

### **Bananas are loyal to the core, and great team players.**

They are happy to be in the background with no desire to take centre stage, happy to take instruction as long as it sits well with their values. They can gain great self esteem from being a part of this successful team.



This lack of desire to be centre stage doesn't mean that Bananas can't be good leaders. But their easy going way of processing things, and their lack of drive often prevents them from being in the front seat. However, once a Banana gets to a leadership position, she can be very strong indeed. Because of her wonderful ability to connect with people and her lack of criticism and pressure, her team will follow her to the ends of the earth. And if she's a smart Banana, she'll have other Fruit around her that complement the areas where she may not be as strong.

A Banana is a laid back piece of fruit. Some I know give a whole new meaning to the term Banana Lounge. They don't stress easily, and are very good at going with the flow. But the reason they don't stress easily is because they try not to put themselves in stressful situations. Bananas are not great natural goal setters, because this sets high expectations, which can cause stress. Without high expectations a Banana can go about her business peacefully.

### **They are low risk takers so they stay out of trouble.**

Banana Joe once told me that if he didn't take any risks he couldn't get hurt. Whilst it has kept him safe, it's also allowed him to feel inadequate or insignificant because he has no great achievements, nor has he allowed himself to be heard.

Fat Bananas often think about going on a diet. They often think about starting an exercise regime. But at the end of the day, it's a lot of work for little result. They don't often make dramatic changes to their lives; these usually come about in a series of baby steps, and often prompted by someone else.



Bananas don't function in the extremes of life but are very happy to walk the middle road, not causing trouble.

They are unlikely to ever suffer the stressful illnesses that an Apple can so easily bring on themselves. They are chilled, and take everything slowly. When faced with a crisis, they are likely to take time out for a nice cup of tea and a good lie down while they think about it. And think about it. Bananas are pretty good procrastinators. Why make a decision when surely someone else will make it for you? Might just put it off until tomorrow – it all seems a bit hard right now. Unlike the Limes, who procrastinate because they have to have perfect conditions before they do something, the Banana often procrastinates because she really doesn't want to do it.

Already you can see the sort of problems that Bananas can cause for our busy friends Apple and Mango.

My eldest son, a seriously serious Banana would complain, as he lay prostrate on the sofa, that I was exhausting him as I raced around the house attempting the usual 10 things at once. He is always asking me when I'm going to relax, because that is his constant state.

And that's where a Banana can go from bendy to falling right over; where procrastination can become laziness. Keep your Banana children busy and your Banana staff with a full agenda so there's less chance for the lazy gene to kick in.



Bananas are not naturally proactive. They will always hold back until asked and hate to be seen as pushy. Bananas sometimes end up in sales jobs because they are “people” people, but if this requires them to prospect, cold call and follow up they often fall short of their KPI’s.

You have to watch Bananas closely. They are eager to please and will always put themselves last in an effort to do so.

## **THIS MEANS THEY SAY YES TO EVERYTHING.**

Yee-har, some of you are thinking. They want to meet the expectations of others and are really self conscious, always thinking that other Fruit are judging them all the time.

Because they are so sincerely keen to help, Bananas have trouble saying no to anything. And you can just imagine how easy it is then to take advantage of this well meaning and soft fruit. Banana’s favourite phrases are – whatever you think, I don’t care, whatever you want. So Bananas can say yes, when they really want to say no. They think they can fit in that one extra report, or manage to pick up someone else’s kids after school but because they say yes to everything they end up being too busy and aaggggh!! They end up not being able to do what they said they would.

And so the very thing that Banana wanted, which was to be liked and to help, backfires.



If you really care about what a Banana wants or thinks, you're going to need bucketloads of patience to coax the information out of them.

Because a lot of the time, they do care. They're just avoiding what they see as trouble by not speaking up. And the big danger here is that every time they don't speak up for what they really want, they build resentment and anger inside. This hard little tumour grows layer by layer as it eats away at the Banana who appears outwardly content. Until it threatens to burst. It may take a year, it may take 10 years but these are the Bananas who suddenly leave a job or a marriage, leaving someone dazed behind them, shaking their head and saying, what happened?

The other trait that marks a Banana is their absolute dread of any sort of confrontation. They will avoid it at all costs. If someone jumps the queue on a Banana, they'll shrug and let them in. What can I do?, their eyes ask the other customers. Their meal arrives and it's not the right one. Ah well, why cause a fuss? It will do. Someone is spreading rumours about them at work. Those rumours continue to spread because the Banana isn't likely to initiate a confrontation. They have low energy levels with their laid back attitude so they'd rather take the pain than risk a conflict, using up much needed energy.

Bananas can even get upset if they witness confrontation in others. Raised voices and sharp words will cause consternation in Banana world. Can you imagine the difference between them and the Apples we mentioned earlier, who get pleasure from a heated verbal sparring? Is it any wonder we have difficulty understanding each other?



This sweet Fruit can be highly emotional. Often this emotion will express itself in tears, in private, or with friends. But when a Banana is pushed to the limit, they explode, a natural reaction from holding so much in and not dealing with it. Someone considered sweet natured can become a raving, screeching lunatic when you push them over the edge. The easiest way to do this is to treat them, or one of their loved ones, unjustly. Fairness and justice are of prime importance to a Banana.

### **Bananas hate pressure.**

You'll face a tough call if you try to pressure a Banana into doing something. You are likely to hit an impenetrable brick wall. Far better to go slowly and show them the benefits to the people involved. Frustrating, I know, for some, but better results long term.

Family and relationships are of prime importance to them: nothing else comes first. They are happiest when all their relationships are in harmony – at work and at home.

Bananas trust their initial impression of someone, always choosing to believe the best in people. They see good everywhere. Apples can't quite believe that the motives behind the Bananas desires and actions are simply as pure as they are.

Their self esteem is highest when they're connecting with and bonding to a group, when they see themselves being valuable contributors to this group and using their best quality, empathy, to offer support and understanding.



There are no surprises as to what I like best in a Banana. Their wonderful, warm personalities make you feel valued and welcomed, especially into a new group. Their ability to chill and not get upset over things that don't matter is a great skill. And while we talk all the time about how nice they are, it doesn't mean a Banana can not make a statement. And whilst he didn't ever do the quiz, I reckon, like David Keirse, in his book *Please Understand Me*, suggests that Mahatma Gandhi, who led one of the most impossible changes in our time, was a Banana.



Focus on self awareness above all  
- understand yourself first.



## Spot the Banana

Bananas make you feel comfortable. They are warm and friendly and the first to offer you a cup of tea or a beer. Bananas listen with empathy; their eyes will be soft and caring. Apples often find the Banana overly sentimental.

Of all the Fruit, it is easiest for the Banana to mirror your own body language (unintentionally) in an effort to get on. They can also be touchy feely and feel quite comfortable inside your personal space.

You'll find their clothes casual and conforming, and a Banana desk will be a gentle mess as they lack structure and are often undisciplined. They're also most likely to have a range of photos of family and friends and keep every soft toy or promotional item they have ever been given.

When Bananas speak they have a genial and steady tone in their voice and use a limited vocal range. But they can talk a lot about people and relationships. Although they are non-threatening and inoffensive, if you are working with a Banana you may find their endless chatter frustrating and unfocused.

Banana's demeanour is always respectful but one of the biggest hints to a Banana personality is their desire to oblige, and do whatever everyone else wants. They'll offer to go first or last or whatever makes life easier for everyone involved. They'll meet you at the place of your choosing, go to your choice of movie and have lamb for dinner because you feel like it.

They will always stop and find time for you, no matter how busy they are.



## So how do I deal with Bananas?

For the other Fruit, Bananas can be frustrating with their easy going style and lack of urgency or apparent enthusiasm. But you won't get anywhere by raising your voice, being impatient and making demands. This attitude sends Bananas into hiding. They hate pressure of any sort.

But Bananas do need motivation from external sources as this is not one of their strong points. If they trust you they will allow you to set achievable goals and smoothly motivate them by explaining the benefits to lifestyle or other human factors.

If you want a long term relationship with a Banana, you simply have to put the work in. This means, Apples, stopping to ask about a Banana weekend and family, and taking a real interest. It means not raising your voice, certainly not yelling or demanding, and watching that aggressive body language.

Be a good listener. Don't be impatient – listen with your left and right brain for what is being said, and what is being felt. Then get them involved. Bananas like to do, and to be part of the solution. When you're imparting information, remember that Bananas need a user friendly experience. If you use stats and data it won't take long for their eyes to glaze over.

Bananas look for openness, honesty and patience in a trusting environment. But remember they are often reluctant to share their opinion for fear of confrontation and in order to establish better Banana communication you will have to help draw information from them.



So you need to create an environment where they feel they can approach you without fear. Once you know their thoughts you can encourage them to speak up and help them to make decisions.

Be firm without being aggressive. Respect their emotions but don't pander to them.



Look for some sophisticated psychometric profiling like Belbin or MBTI to get an in depth assessment of yourself



# Fruit Salad

## Remember....

- Each description is an extreme version and we need to remember all of us are a combination of all the Fruit
- No Fruit is better than another; we are all equal, just different
- This is a guideline to better communication, not a cure all
- This is not to be used for recruitment purposes
- This is not an academic text
- Apples: get things done, business like, fast thinkers, impatient, love control, make up their own rules, results oriented, love an argument, excellent critical analysis skills, compact, crisp speech, hide emotions, total self belief, tenacious, bullying, solvers and fixers, natural leaders, pragmatists
- Mangoes: exaggerate, well dressed, storytellers, talkative, charismatic, motivational, generous, open, optimistic, like change, want to be loved, want to be recognised, big picture people, lack detail, spendthrifts, accident prone, not deep thinkers, live in the present
- Limes: neat, modest, analytical, sensible, perfectionists, not impulsive, accurate, price conscious, conservative with words, careful, routine, sensitive, responsible, dislikes change, consistent, dependable, cautious, deep thinkers, worriers. Pessimistic



- Bananas: friendly, caring, versatile, trusting, idealistic, sensitive, procrastinators, romantic, hate conflict, loyal, team players, easy going, low risk takers, lazy, eager to please, patient, emotional, warm

You know, I grew up in a household with a lot of Limes and I always thought there was something a bit wrong with me. I wasn't neat, or practical. I was always planning plays for the street or disappearing off into my imagination. Even to this day my mother will smile lovingly and say something like, "Lynne's special." It was only when I left school and joined the travel industry that I found a whole lot of other show off girls who talked too much, and hooray, I'd found my tribe.

We love hanging out in our own tribe. That's because the communication is seamless, and nobody judges us for being too neat, too messy, too loud, too rude, too quiet.

But living in the real world means we need to learn to deal with all types of people. And one thing's for sure, you can't change anybody else. That means, if you want less stress and greater productivity around you, you have to modify your own behaviour.

Now you have some information on how others think and behave differently to you. You can use these differences to create friction, or you can enjoy them and learn to use our differences to work together for a more harmonious life. Try it. It's your choice.



## Lynne's Faves

*Thriving in Mind* by Katherine Benziger, the Human Resources Technology Company

*The Creative Brain* by Ned Hermann, the Ned Hermann Group

*Brain, Mind and Behaviour* by Floyd Bloom and Arlyne Lazerson, WH Freeman and Company

*LeftBrain/Right Brain* by Judy Springer and George Deutch, WH Freeman and Company

*How Your Brain Works* by Anne D Novitt-Moreno, Ziff-Davis Press

*Please Understand Me II* by David Kiersey, Prometheus Nemesis Book Company



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