An individual’s personality includes the social and emotional qualities a person develops that make them different from others. One tendency that shapes an individual is personality, the social and emotional qualities a person develops that make them different from others. These qualities may be based on their values, attitudes, memories, relationships, habits, and skills. Since the staff of every organization is comprised of a variety of personalities, effective leaders must be able to recognize how each one affects the workplace, as well as the interactions between staff members.

The qualities a person develops:

- Values
- Attitudes
- Habits
- Memories
- Relationships
- Skills