

Descriptors

	“D”	“T”	“S”	“C”		
Energy Line	Demanding	Effusive	Phlegmatic	Evasive	} YOU ARE ALL!	
	Egocentric	Convincing	Relaxed	Worrisome		
	Driving	Superficial	Resistant to Change	Careful		
	Ambitious	Magnetic	Nondemonstrative	Dependent		
	Pioneering	Political	Passive	Cautious		
	Strong-Willed	Enthusiastic	Patient	Conventional		
	Forceful	Demonstrative	Possessive	Exacting		
	Determined	Persuasive	Predictable	Neat		
	Aggressive	Warm	Consistent	Systematic		
	Competitive	Convincing	Deliberate	Diplomatic		
	Decisive	Polished	Steady	Accurate		
	Venturesome	Poised	Stable	Tactful		
	Inquisitive	Optimistic		Open-Minded		
	Responsible	Trusting		Balanced Judgment		
		Sociable				
		Conservative	Reflective	Mobile		Firm
		Calculating	Factual	Active		Independent
		Cooperative	Calculating	Restless		Self-Willed
		Hesitant	Skeptical	Alert		Stubborn
		Low-Key		Variety-Oriented		
	Unsure	Logical	Demonstrative	Obstinate		
	Undemanding	Undemonstrative	Impatient	Opinionated		
	Cautious	Suspicious	Pressure-Oriented	Unsystematic		
	Mild	Matter-of-Fact	Eager	Self-Righteous		
	Agreeable	Incisive	Flexible	Uninhibited		
	Modest	Pessimistic	Impulsive	Arbitrary		
	Peaceful	Moody	Impetuous	Unbending		
	Unobtrusive	Critical	Hypertense	Careless with Details		

Conflicts: _____

Conflicts: _____

Handout 11-6**Adapting Your Style: Working with Core Style D**

BODY LANGUAGE:

- ◆ Keep your distance
- ◆ Strong handshake
- ◆ Lean forward
- ◆ Direct eye contact

TO NE OF VOICE:

- ◆ Strong, clear, confident
- ◆ Direct
- ◆ Fast pace

ENERGIZERS:

- ◆ Challenges
- ◆ Opportunities to lead
- ◆ Tough assignments

DISSATISFIERS:

- ◆ Routine, mundane
- ◆ Lack of authority
- ◆ Lack of respect

WORDS/CONTENT:

- ◆ Win
- ◆ Lead the field
- ◆ Results
- ◆ Now, immediate
- ◆ Bottom line
- ◆ Challenge

DO'S AND DON'TS:

- | | |
|---|---|
| ◆ Be clear, specific, and to the point | ◆ Don't waste time |
| ◆ Stick to business | ◆ Present facts logically |
| ◆ Be prepared and packaged | ◆ Ask specific "what" questions |
| ◆ Provide alternative choices | ◆ Don't offer guarantees you can't keep |
| ◆ Take issue with the facts, not the person | ◆ Provide a win/win opportunity |
| ◆ Let it be their idea | |



Handout 11-7**Adapting Your Style: Working with Core Style I**

BODY LANGUAGE:

- ◆ Get close
- ◆ Sit next to
- ◆ Smile, relax, have fun
- ◆ Friendly eye contact
- ◆ Expressive gestures

tone of voice:

- ◆ Enthusiastic
- ◆ Modulations
- ◆ Persuasive, colorful
- ◆ Fast pace

ENERGIZERS:

- ◆ People interactions
- ◆ Social recognition
- ◆ Inspiration

DISSATISFIERS:

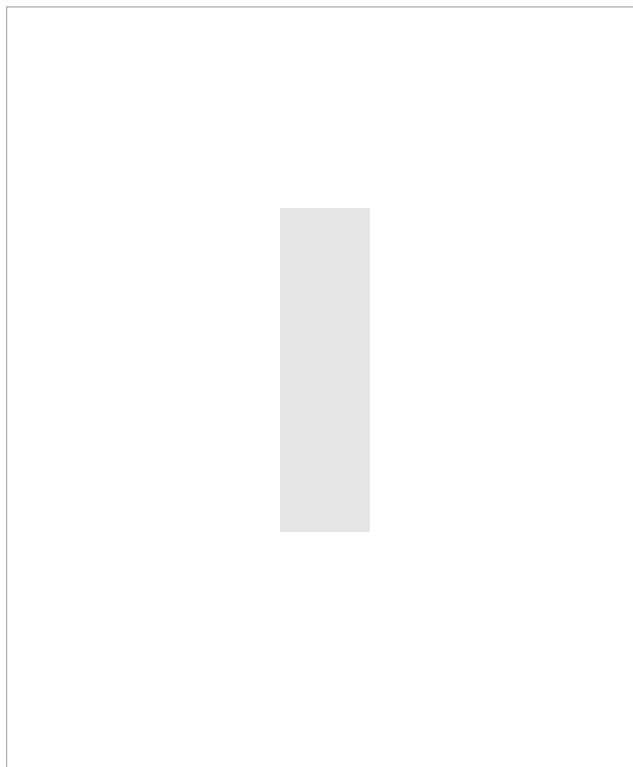
- ◆ Social rejection
- ◆ Skepticism
- ◆ Negativity

WORDS/CONTENT:

- ◆ Fun
- ◆ I feel
- ◆ Socialize, recognition
- ◆ Exciting
- ◆ Picture this
- ◆ People

DO'S AND DON'TS

- | | |
|--|---|
| ◆ Support their dreams | ◆ Don't drive for facts, figures |
| ◆ Talk about people and their goals | ◆ Put details in writing |
| ◆ Ask for opinion | ◆ Provide testimonials—
"important" people |
| ◆ Provide ideas for implementing actions | ◆ Offer incentives for risks |
| ◆ Don't talk down | ◆ Make them feel special |
| ◆ Allow time for socializing | |



Handout 11-8**Adapting Your Style: Working with Core Style S**

BODY LANGUAGE:

- ◆ Relaxed, calm
- ◆ Methodical
- ◆ Lean back, don't rush
- ◆ Friendly eye contact
- ◆ Small gestures

TOPE OF VOICE:

- ◆ Warm, soft, calm
- ◆ Steady
- ◆ Low tone, volume
- ◆ Slow pace

ENERGIZERS:

- ◆ Defined territory, security
- ◆ Closure
- ◆ Team Harmony
- ◆ Opportunity to serve

DISSATISFIERS:

- ◆ Loss of security
- ◆ Lack of closure
- ◆ Surprises
- ◆ No "home" base

WORDS/CONTENT:

- ◆ Step-by-step
- ◆ Help me out
- ◆ Guarantee, promise
- ◆ Think about it, take your time

DO'S AND DON'TS:

- | | |
|--|---|
| ◆ Start with personal connection | ◆ Don't force a quick response—patience |
| ◆ Listen! | ◆ Don't interrupt |
| ◆ Present your point logically, nonthreateningly | ◆ Provide personal assurances/guarantee |
| ◆ Look for hurt feelings | ◆ Allow time to think/make decisions |
| ◆ Don't mistake willingness for agreement | |
| ◆ Provide information | |
| ◆ Show interest in them as individuals | |



Handout 11-9**Adapting Your Style: Working with Core Style C**

BODY LANGUAGE:

- ◆ Keep your distance
- ◆ Sit across from
- ◆ Firm posture
- ◆ Direct eye contact
- ◆ Little/no hand gestures

TOPE OF VOICE:

- ◆ Controlled, direct
- ◆ Thoughtful, precise
- ◆ Little modulations
- ◆ Slow pace

ENERGIZERS:

- ◆ Information
- ◆ Quality standards
- ◆ Compliance with rules
- ◆ Analysis, research

DISSATISFIERS:

- ◆ Personal criticism
- ◆ Moving too fast
- ◆ Decisions without data
- ◆ Irrational feelings/emotions

WORDS/CONTENT:

- ◆ Here are the facts
- ◆ The data show
- ◆ Proven
- ◆ Take your time, no risk
- ◆ Analyze
- ◆ Guarantees

DO'S AND DON'TS:

- ◆ Prepare your case
- ◆ Approach in straightforward way
- ◆ Provide policies/rules to follow
- ◆ Give time for decisions
- ◆ Be conservative, don't overpromise
- ◆ Prove with facts
- ◆ Loyalty
- ◆ Don't be disorganized
- ◆ Don't be casual, informal, or personal
- ◆ Build credibility—look at all sides
- ◆ Present specifics
- ◆ Take time, but be persistent
- ◆ Help them do things "right"
- ◆ Be fair and consistent

