

THEY LOVE IT WHEN YOU...

DRIVERS love it when you...

- Are brief, direct, to the point
- Ask “what” not “how” questions
- Focus on results
- Give them the “bottom line”
- Highlight benefits of your ideas
- Agree with facts not emotions
- Discuss problems in light of results

EXPRESSIVES love it when you...

- Give them opportunity to talk and socialize
- Share your ideas and experiences
- Recognize their effort
- Show them you accept them and their ideas
- Give them chance to motivate/influence others
- Explain but don’t dwell on details
- Communicate in friendly manner

ANALYTICALS love it when you...

- Support ideas with accurate information
- Are specific when explaining yourself
- Are patient, diplomatic, persistent while providing explanations
- Agree with facts rather emotions
- Allow them space and independence
- Tell them expectations and details up front
- Give them pros and cons of argument

AMIABLES love it when you...

- Express genuine interest in them
- Give the answers to “how” questions
- Clearly define goals, procedures, role
- Are patient with them, not pushy or demanding
- Give them sincere appreciation
- Give them time to adjust to changes
- Provide feedback