

Better Understanding Others' Behavioral Styles

Purpose

Use this tool to help you understand how to interact with others with different behavior preferences.

Benefits

This tool helps you interact with others in a way that keeps them motivated and builds mutual respect.

FACTORS	PROMOTING	CONTROLLING	SUPPORTING	ANALYZING
How to recognize:	They get excited.	They like their own way, are decisive, and have strong points of view.	They like positive attention, to be helpful, and to be regarded warmly.	They seek a lot of data, ask many questions, behave methodically and systematically.
Tends to ask:	Who? (The personal dominant question.)	What? (The results-oriented question.)	Why? (The personal non-goal question.)	How? (The technical analytical question.)
What they dislike:	Boring explanations, wasting time with too many facts.	Someone wasting their time, trying to decide for them.	Rejection, impersonal treatment, uncaring and unfeeling attitudes.	Making an error, being unprepared, spontaneity.
Reacts to pressure and tension by:	"Selling" their ideas or being argumentative.	Taking charge, or taking more control.	Becoming silent, withdrawn, and introspective.	Seeking more data and information.
Best way to deal with:	Get excited with them. Show emotion.	Let them be in charge.	Be supportive; show your care.	Provide lots of data and information.
Likes to be measured by:	Applause, feedback, recognition.	Results.	Friends, close relationships.	Activity and business that leads to results.
Must be allowed to:	Get ahead quickly. Likes challenges.	Get into a competitive situation. Likes to win.	Relax, feel care, know you care.	Make decisions at own pace, not cornered or pressured.
Will improve with:	Recognition and some structure within which to reach the goal.	A position that requires cooperation with others.	A structure of goals and methods for achieving each goal.	Interpersonal and communication skills.
Likes to save:	Effort. They rely heavily on hunches, intuition, feelings.	Time. They like to be efficient, get things done now!	Relationships. Friendship means a lot to them.	Face. They hate to make an error, be wrong, or be caught without enough information.
An effective leader will:	Inspire them to bigger and better accomplishments.	Allow them freedom to do things their own way.	Care and provide detail, specific plans, and activities to be accomplished.	Structure a framework or a "track" to follow.

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