

STRESS SIGNALS

impatience
irritable and demanding

DON'T DO THIS WITH A D

ramble or talk slow
repeat yourself
be too sociable
waste time

D

ON A BAD DAY

aggressive
controlling
driving
intolerant
overbearing

AT THEIR BEST

competitive
determined
strong-willed
purposeful
demanding

HOW TO BUILD RAPPORT WITH D

be respectful and direct
match their pace
be confident and concise
get to the point, be business-like

ADVICE FROM THE OTHER STYLES

don't cut me off
don't assume you know
watch your tone and pace
check my response & body language
be present - eyes and ears
stay in moment, don't jump ahead

HOW TO BUILD RAPPORT WITH I

be interested in them
be upbeat and enthusiastic
be friendly, paint mental pictures
let the speak, be flexible in timing
be attentive and complimentary

STRESS SIGNALS

overly responsive
appears opinionated or argues
critical and rebellious

DON'T DO THIS WITH AN I

have them work alone
eliminate social time
tie them down w/ routine

ON A BAD DAY

excitable
frantic
indiscreet
flamboyant
hasty

AT THEIR BEST

sociable
dynamic
demonstrative
enthusiastic
persuasive

ADVICE FROM THE OTHER STYLES

don't finish my sentence
don't dominate the conversation
stay on topic
provide feedback, don't interrupt
be aware if I'm not in your mood

HOW TO BUILD RAPPORT WITH S

be patient and cooperative
slow down, take your time
be relaxed, use small talk
be easy-going, non pressuring
be supportive and considerate

ADVICE FROM THE OTHER STYLES

stay open, don't make assumptions
don't get distracted by own thoughts
don't make it about you
speak up and ask questions
be fair over playing favorites

ON A BAD DAY

docile
bland
plodding
reliant
stubborn

AT THEIR BEST

caring
encouraging
sharing
patient
relaxed

S

STRESS SIGNALS

becomes silent,
withdrawn, or hurt
judgmental, impersonal
overly cautious

DON'T DO THIS WITH AN S

spring last minute surprises
don't assume quiet means weak
be pushy or aggressive

ON A BAD DAY AT THEIR BEST

stuffy
indecisive
suspicious
cold
reserved

cautious
precise
deliberate
questioning
formal

HOW TO BUILD RAPPORT WITH S

be structured and clear
don not pressure them
offer details
offer to follow up in writing
give them time to think

STRESS SIGNALS

nit picking
aloof, withdrawn
becomes questioning

C

DON'T DO THIS WITH A C

be casual with important details
keep changing things w/o reason
rush them to major decisions

ADVICE FROM THE OTHER STYLES

taper # of questions if possible
don't overthink & over analyze
ask more open ended questions
don't get lost in your own thoughts
stay present in our conversations