

## Communicating with a C style

### More:

- Listen carefully
- Answer questions calmly and carefully
- Be thorough – include all the details
- Slow down your speech
- Assess key issues and focus on them

### Less:

- Move too fast
- Expect decisions right away
- Spend too much time on small talk
- Lose patience in providing correct and thorough information

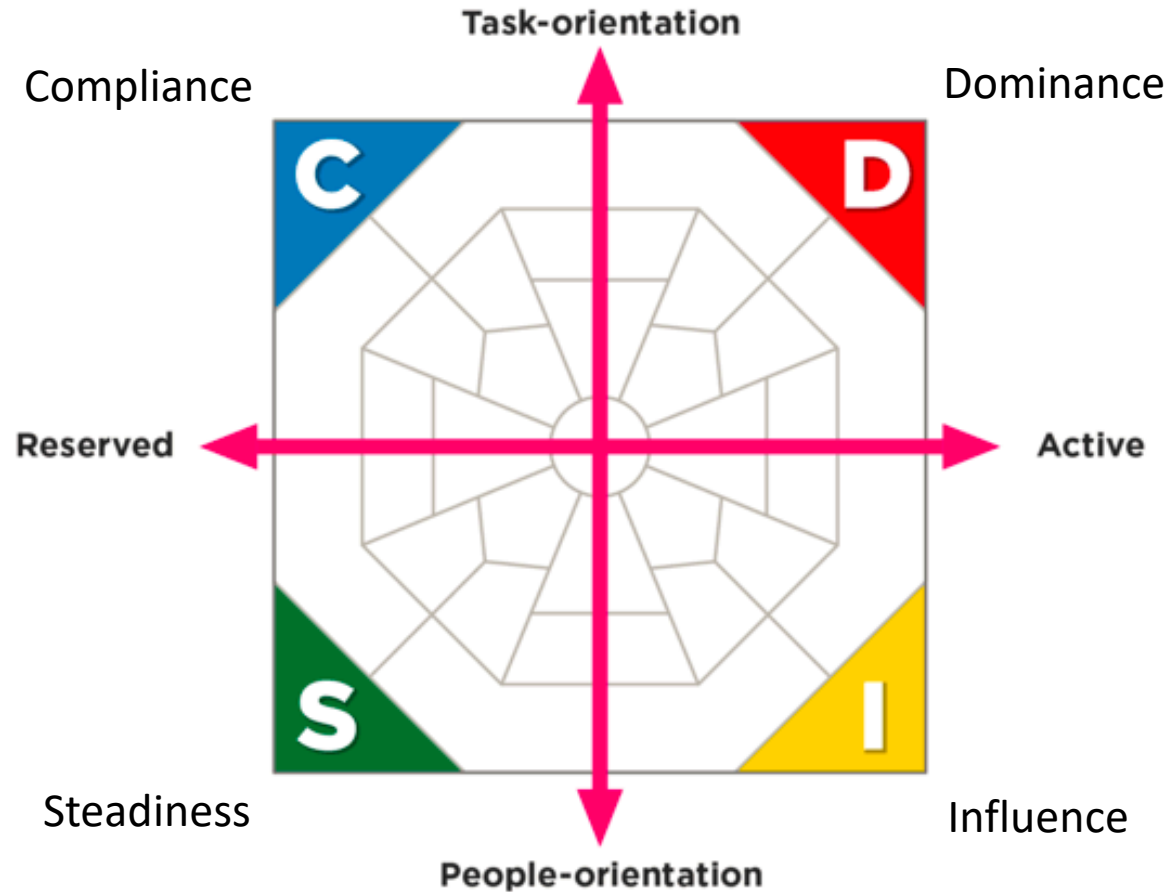
## Communicating with a D style

### More:

- Be direct
- Give immediate feedback
- Concentrate on the subject
- Act quickly
- Provide alternatives
- Show interest

### Less:

- Provide too much information
- Talk too much
- Lose focus
- Take issues personally
- Slow down



## Communicating with a S style

### More:

- Proceed in a logical order
- Ask specific questions to find out true needs
- Provide support
- Provide precedents to reduce uncertainty
- Remember fairness

### Less:

- Make unexpected changes
- Forget to provide enough information
- Move too fast
- Be impatient
- Be unreliable

## Communicating with a I style

### More:

- Maintain a positive atmosphere
- Take time to chat
- Be more enthusiastic
- Focus on the people aspect
- Focus on the big picture

### Less:

- Talk about too many details
- Fail to socialise
- Bring up negative issues
- Be too practical
- Set too many restrictions
- Isolate them