## Treat others the way they want to be treated

| Predominant Behavioral<br>Style |  | Need to Know About:                               | Do it With:           | Save them:                         | To facilitate<br>decision-making,<br>Provide: | Likes YOU<br>to be:            | Support Their:         | On the phone<br>be:      |
|---------------------------------|--|---|-----------------------|------------------------------------|---|--------------------------------|------------------------|--------------------------|
| D                               | Dominant<br>Commander<br>Director                  | What it does, by when, at what cost               | Conviction            | Time                               | Options<br>w/supporting<br>analysis           | To the point                   | Goals                  | Short & to the point     |
|                                 |  | Create this<br>Environment                        | Maintain this<br>Pace | Focus on this Priority             | At Play Be:                                   | Use Time<br>to:                | Write this way:        |                          |
|                                 |  | Businesslike                                      | Fast/Decisive         | The task/The results               | Competitive & aggressive                      | Act<br>efficiently             | Short and to the point |                          |
| I                               | Influencer<br>Expresser<br>Socializer<br>Extrovert | Need to Know About:                               | Do it With:           | Save them:                         | To facilitate<br>decision-making,<br>Provide: | Likes YOU<br>to be:            | Support Their:         | On the phone be:         |
|                                 |  | How it enhances their status and visibility       | Flair                 | Effort                             | Testimonials & Incentives                     | Stimulating                    | Ideas                  | Conversational & playful |
|                                 |  | Create this<br>Environment                        | Maintain this Pace    | Focus on this Priority             | At Play Be:                                   | Use Time<br>to:                | Write this way:        |                          |
|                                 |  | Enthusiastic                                      | Fast/Spontaneous      | The relationship/interaction       | Spontaneous and playful                       | Enjoy the interaction          | Informal and dramatic  |                          |
| S                               | Steady<br>Reflector<br>Pace<br>Realtor             | Need to Know About:                               | Do it With:           | Save them:                         | To facilitate<br>decision-making,<br>Provide: | Likes YOU<br>to be:            | Support Their:         | On the phone be:         |
|                                 |  | How it will affect their personal circumstances   | Warmth                | Conflict                           | Personal service & assurances                 | Pleasant                       | Feelings               | Warm & pleasant          |
|                                 |  | Create this<br>Environment                        | Maintain this Pace    | Focus on this Priority             | At Play Be:                                   | Use Time<br>to:                | Write this way:        |                          |
|                                 |  | Personal  | Slow/Relaxed          | The relationship/<br>communication | Casual & cooperative                          | Develop<br>the<br>relationship | Warm and friendly      |                          |
| С                               | Compliance<br>Achiever<br>Conformity<br>Thinkers   | Need to Know About:                               | Do it With:           | Save them:                         | To facilitate<br>decision-making,<br>Provide: | Likes YOU<br>to be:            | Support Their:         | On the phone be:         |
|                                 |  | How they can justify it logically / How it works. | Accuracy              | Embarrassment                      | Data &<br>Documentation                       | Precise                        | Procedures             | Businesslike & Precise   |
|                                 |  | Create this<br>Environment                        | Maintain this Pace    | Focus on this Priority             | At Play Be:                                   | Use Time<br>to:                | Write this way:        |                          |
|                                 |  | Serious   | Slow/Systematic       | The task/process                   | Structured. Play by the rules                 | Ensure<br>accuracy             | Detailed and precise   |                          |