



D = Outgoing – Task

Talk directly and succinctly.

Recognize their busy schedule, time, etc. Ds are impatient

If possible, give them a question that allows them to say “No”.

Provide options that are also good for the responder.

Don’t treat them like an S. Be firm but fair. The Ds and Ss are opposites – see chart.

Explain professionally and politely what you are required to do.

I = Outgoing – People

If possible, provide a compliment.

“You need to be more careful, so you don’t get hurt.” (Focus is on them)

Help them maintain focus and give them time to process things without being bossy.

Allow them to save face by saying others do this too, but some could get hurt.

Less stern orientation, but professional.

S = Reserved – People

Engage in careful listening and a sincere expression of understanding. Tilt head.

Please and thank you.

Use a softer tone and express concern over their safety.

Ask if everything is OK. Shows your compassionate interest in their situation.

C = Reserved -Task

Use direct, specific interchange, but be polite.

State specific reasons for what you have to do.

Provide details about what exactly is going on.

Respectfully communicate with the understanding that they may not need all details.

Provide an opportunity for the individual to describe details and important elements.

