

How To Connect With Different Communication Styles

PERSONALITY	THEIR BEHAVIOURS	YOUR RESPONSE
D Driver	Strong and forthright Business like Formal Efficient Fast pace Like to be in control Focus on results Make decisions quickly	<ul style="list-style-type: none"> ▪ Get to the point ▪ Be prepared and organised ▪ Use business language ▪ Don't keep them waiting ▪ Speak with energy ▪ Be logical and clear ▪ Be brief but thorough ▪ Speak firmly and with conviction ▪ Provide a solution to their needs ▪ Offer choices ▪ Focus on values
E Expressive	Fast paced & spontaneous Like to talk Sense of fun Relate well to others Want recognition Like to be flexible Care about their status	<ul style="list-style-type: none"> ▪ Keep things moving ▪ Let them talk ▪ Talk about their them and their interests ▪ Keep presentation lively and with lots of variety ▪ Be enthusiastic ▪ Build relationships ▪ Respect their ideas ▪ Give options ▪ Vocal energy
S Stabilizer	Slow, easy pace Like to build relationships Like to conform and fit in Sensitive Friendly Informal Take time to consider things	<ul style="list-style-type: none"> ▪ Take it slowly, be patient ▪ Build relationships ▪ Support their feelings and reassure them ▪ Be tactful and sincere ▪ Be friendly ▪ Build rapport ▪ Focus on benefits ▪ Allow scope for them to change their approach
A Analytical	Formal Conservative Thoroughly prepared Slow pace Organised/systematic Like accuracy Very logical Calculated decision making	<ul style="list-style-type: none"> ▪ Use more formal language ▪ Be prepared and well organised ▪ Take time to explain ▪ Be precise with facts and figures ▪ Give reasons for your recommendations ▪ Be patient, accurate and logical ▪ Support their cautious decision making style by allowing them to think through the pros and cons

Source: Adapted from Extended DISC International 1995-2008