

**It's worth
the effort to
think ahead
to reach the
goal**

RESPONDING

- calm energy, not very animated
- quiet; hard to "read"
- may speak slowly & pause before responding
- seldom shares personal information
- uncomfortable in new settings
- patient and attentive listener

**It's worth
the time to
integrate &
reconcile
many inputs**

DIRECTING

- matter of fact
- straightforward statements
- can appear bossy
- impatient
- uses deliberate gestures

Interaction Styles

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INFORMING

- expressive
- subtle statements
- can appear indecisive
- agreeable
- uses open & welcoming gestures

**It's worth it
to go ahead
and act or
decide**

INITIATING

- high energy, talks with hands
- expressive; easy to "read"
- speak & act quickly
- likes to volunteer personal information
- comfortable meeting new people
- tendency to interrupt & talk over others

**It's worth
the energy
to involve
everyone &
get them to
want to....**

In supporting others, I need to remember...

chart the course

- Give them time to reflect before expecting an answer
- Use email more often than the phone
- Ask them to share their desired result and their plan or achieving it
- Show them how the project is on course

in-charge

- Give reasons for taking longer
- Give main points, not details
- Be direct and ask for what you want
- Reassure them that progress is being made

behind-the-scenes

- Ask for their help with projects
- Show appreciation for ways they support you
- Give enough space and time to integrate everything
- Acknowledge when you use their contributions

get-things-going

- Call early and often to keep them in the loop. No call is too trivial
- Give them lots of feedback
- Respond to emails quickly
- Provide ways of easily sharing information

Where do I go from here?

My "best-fit" interaction style is...

One thing I need to start doing is...

One thing I need to stop doing is...