

DEALING WITH OTHER PEOPLE

Be effective in your communication style*

Check the word in each horizontal line that most describes you under stress.

___ Bold	___ Enthusiastic	___ Patient	___ Careful
___ Impatient	___ Talkative	___ Steady	___ Analytical
___ Assertive	___ Expressive	___ Passive	___ Formal
___ Risk-taker	___ Impulsive	___ Agreeable	___ Exacting
___ Competitive	___ Flexible	___ Structured	___ Precise
___ Driven	___ Convincing	___ Sincere	___ Conservative
___ Intense	___ Interactor	___ Team player	___ Likes data
___ Direct	___ Positive	___ Harmonious	___ Reserved
___ High ego	___ Emotional	___ Tolerant	___ Private
___ Autocratic	___ Trusting	___ Objective	___ Focused
___ Forceful	___ Charming	___ Lenient	___ Accurate
___ Demanding	___ Inspirational	___ Counselor	___ Logical
___ Decisive	___ Motivating	___ Status quo	___ Organized
___ Confident	___ Independent	___ Sensitive	___ Likes rules
Total _____	Total _____	Total _____	Total _____
DRIVER	EXPRESSIVE	AMIABLE	ANALYTICAL

Total the columns to determine your behavior style

Drivers: The main objective of these individuals is to get things done! They are action-oriented, brief, get-to-the-point types with little small talk. They can make rapid decisions but often base the decision on incomplete information because they are poor listeners. They fear people are going to waste their time and quickly cut to the chase. They can be brusque, abrupt and impatient. Drivers can be judgmental and highly opinionated because they feel they are always right. When dealing with a Driver, think before you speak, talk in “bullets” and only say what is needed. Don’t take their behavior personally and don’t be overly “chummy.” It’s not that they are trying to be rude, they just want to hear what they need to know and not extra personal information that does not help solve the problem.

Expressives: These individuals just love to talk...and talk...and talk. They are creative, abstract thinkers who never met a stranger they did not like and are gifted in verbal communication. Expressives are articulate, enthusiastic and influence others easily. Strongly people-oriented, they wither if they have to work alone. Yet for all their verbal skills, they seem to be allergic to paper and the details that go with written communication. Being poor listeners, Expressives may repeat the same things several different ways because they are constantly thinking and revising their thoughts. They have lots of energy and are quite friendly. They may take over a conversation, so be prepared to interrupt tactfully and take back the verbal tug of war.

Amiables: These are the responsible, reserved, logical, cooperative, patient, persistent and nice people. They are great team players and wonderful listeners but find it hard to delegate. Because of this, they often take on more responsibility than they should. They want fair treatment but may resist changes that come on too fast. Amiables are more comfortable when they are out of the spotlight because of their shy nature. To communicate, try to draw them out, give ideas time to incubate, and read between the lines. They are laid back, rarely causing waves. Amiables need to work on their assertiveness skills.

Analyticals: These people are precise, perfectionists and who see themselves as experts. They are controlled in their thoughts and emotions, always strive to know the facts and don't like people to break rules. These critical thinkers want things in writing, and need time to analyze and process information. They resist change and are not as flexible as other styles. Other people see them as rigid and inflexible.