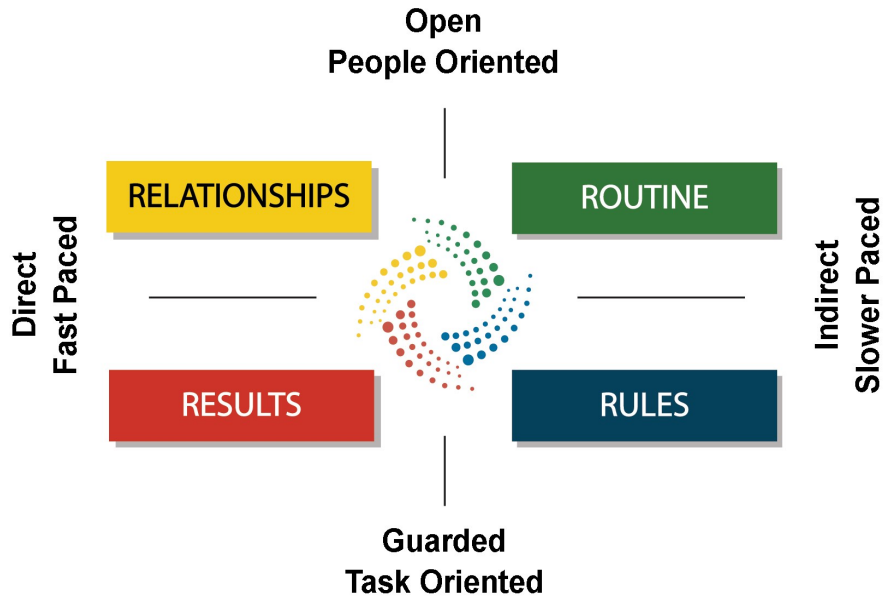
Open vs. Guarded and Direct vs. Indirect



Based upon what you now know about Jill's style, does she tend to be more **Open** or **Guarded**? **Direct** or **Indirect**? Now utilize the following chart to make the proper adjustments to YOUR natural style when communicating with Jill.

To Speed Up Your Pace:	To Slow Down Your Pace:
Speak, move and make decisions more quickly	Talk, walk and make decisions more slowly
Initiate alternatives and options	Ask Jill her opinion and acknowledge it
Make Recommendations	Share the decision-making process
Use Direct Statements rather than generalities	Allow for alternatives and Utilize Generalities
Be Confident and Assured	Soften Your Tone, Do Not Interrupt
Challenge and Tactfully Disagree when Appropriate to do so	Refrain from Criticism, Challenge, or Pushiness
Face Conflict, but Avoid Personal Attacks	Choose Your Words Carefully when Disagreeing

NOTES

To Stay Oriented on People:	To Stay Oriented on the Task:
Share your Feelings, Show your Emotion	Get Right Down to Business – Bottom Line
Respond to the Expression of other's Feelings	Stay Logical and Factual
Compliment Jill Personally	Stick to the Agenda and the Topic of Discussion
Find Common Interests, Develop the Relationship	Do Not Waste Jill's Time
Loosen Up, Use Motion and Gestures	Downplay Your Enthusiasm and Body Movement
Be Willing to Digress from the Agenda	Stick to the Agenda – Stay on Topic
	Do Not Initiate Physical Contact

NOTES

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