

Ready reference guide.

Personality styles

Personality Styles – Responsive or Assertive?

Responsive: Control over ones emotions:

“is this person warm, open and emotional, or more closed, guarded and reserved?”

Assertive: Ones’ control or influence on others:

“is this person outspoken, charismatic and forceful, or more relaxed, and easy going?”

Assertive People...

Tend to take charge in groups
Walk quickly
Are quicker to voice opinions
Hate to be late – but often are!
Have firm handshakes.
Don’t ask – Tell!
Use aggressive body language
Will invade other people personal space.
Impatient
Speak loudly and with conviction
Use frequent and steady eye contact
Quicker to make decisions
Will pressure others for decisions
Risk takers

Less assertive people...

Tend to be less forceful in groups.
Move slower, deliberately.
Less willing to voice opinions
Organized and punctual
Less physically aggressive
Better listeners.
Lean back
Respect the space of others.
Patient.
Speak softly and less forceful.
Use more subtle eye contact
Thoughtful decision makers
Less comfortable exerting will
Are less comfortable with risks.

Responsive people...

Are animated, and “talk” with their hands
Use more facial expressions
Move a lot
Are “people” people!
Are intuitive decision makers
Are relationship oriented
Will trust their “gut” and feelings.
Seem more relaxed and friendly
Will share personal feelings.
Dress less formally
Like to touch, stand close.
Are less time and structure focused.
More “personal” managers
Enjoy small talk, and personal stories.

Less responsive people...

Use less gestures when talking
Use fewer facial expressions
Move less, more steady on their feet.
Less “people” centered.
Makes decisions based on facts!
More task oriented
Make rational decisions.
Can appear somewhat rigid.
Are less likely to share feelings.
Traditionally dressed.
Will keep distance –no touch.
Time and structure conscious.
Are often impersonal managers.
Prefer little small talk.

Less Responsive

Less Assertive	<p style="text-align: center;">ANALYTICAL</p> <p>TRAITS: Orderly, procedural, precise, undemonstrative, quiet, conservative. CLUES: efficient, conventional décor. Few plants, pictures. Charts, graphs possible. Rather Spartan, impersonal surroundings. DRESS: sensible, conservative grays. Seldom very colorful or "trendy". BEHAVIOUR: speaks quietly, careful in choice of words for precision, may say something insensitive without realizing it. Slow to make decisions due to need for data and research. Tends to have non aggressive body language. Appears more serious and reserved. APPROACH: little if any small talk. Use supporting facts and information, from experts if possible. Follow up in writing. Avoid touching and invading "space". CLOSING: will avoid. "Give it to me in writing". If pushed too far may become autocratic.</p>	<p style="text-align: center;">DRIVER</p> <p>TRAITS: Results oriented, impatient, high energy, very time conscious. Controls. CLUES: Massive, dark furniture, awards, degrees, gadgets, other control symbols. Pictures of things, important people, clocks. DRESS: Dark, conservative powerful. High contrast, gold jewelry & accessories. BEHAVIOUR: Firm handshake, aggressive body language, especially when making a point. May speak more rapidly and loudly. Big picture oriented. Quicker to judge and make decisions. Intense eye contact. Likes to tell, rather than to be told. Serious, doesn't share feelings well. APPROACH: Little small talk. Be assertive, but don't overwhelm. Make appointments with time understanding. Give options, dress appropriately. CLOSING: Close quickly. Emphasize bottom-line. Becomes autocratic. Will avoid under extra tension.</p>	
	Less Assertive	<p style="text-align: center;">AMIABLE</p> <p>TRAITS: warm, open, emotional, team player, caring, supportive, concerned. Very good listener. Low key CLUES: warm, inviting office décor. Pictures of people, pleasant places. Wood furniture and fixtures, plants and flowers. DRESS: warm to bright colors, few grays. Like to vary jewelry and accessories. But never garish. Cloths often reflect mood. BEHAVIOUR: soft voice, slower speech. Warm & friendly, though occasionally shy. Sincere, not intense eye contact. Relaxed posture. Less time concern. Makes slower decisions. May not share concerns to spare feelings, difficult to get true commitment. APPROACH: plenty of small talk. Draw them out, get them talking. Emphasize team themes. Offer assurance. Be genuine. CLOSING: Respond to pressure by giving in acquiescing, but probably not true commitment. Ask for their help to get through. Will attack when concerned.</p>	<p style="text-align: center;">EXPRESSIVE</p> <p>TRAITS: Outgoing, center of attention, motivating, results oriented, enthused. Very good talker. High energy. CLUES: warm to bright décor, accessories. Large plants. Pictures of people, sales results, witty sayings. DRESS: More flamboyant, colorful, trendy styles. Flashy gold jewelry, diamonds. Stripes, high contrast, soft leather shoes. BEHAVIOUR: rapid speech, wide range of gestures and inflections. Jokes and stories. Poor time manage, may wander from tasks. Talks and share feelings readily. Prefers talking to listening. Spontaneous, subject to mood changes. High risk orientation. APPROACH: be personable... they like to deal with those they like. Listen well. Keep on track with questions. Emphasize results. CLOSING: use dynamic language. Belief statements close quickly. Will attack if pressured, acquiesce when concerned. Do not argue, respect "face".</p>

Responsive