

Lightbulb Moments

Engaging Others with Emotional Intelligence

The Driver Style

You will have difficulty with this style if you:

- 👤 Waste their time
- 👤 Are unclear and use too many words of explanation
- 👤 Get too personal or try to chat too much
- 👤 Are disorganised
- 👤 Stray from the purpose of the meeting
- 👤 Ask irrelevant questions
- 👤 Make wild claims
- 👤 Try to control the meeting

You should aim to:

- 👤 Get down to business quickly
 - Be specific in questioning
- 👤 Use time efficiently
- 👤 Be specific and logical
- 👤 Provide alternatives for them to choose from
- 👤 Be factual and to the point
- 👤 Talk about results and outcomes
- 👤 Avoid too much detail
- 👤 When finished – go!



Driver style



For more Lightbulb Moments and other resources visit www.Ei4Change.com

Lightbulb Moments

Engaging Others with Emotional Intelligence

The Expressive Style

You will have difficulty with this style if you:

- 👤 Socialise too much
- 👤 Control the meeting and keep strictly to a structure
- 👤 Are impatient or controlled
- 👤 Input too much detail
- 👤 Take away their freedom to choose then
- 👤 close the conversation down
- 👤 Patronise them or remain determined that your way is the only way

You should aim to:

- 👤 Expect some element of socialising
- 👤 Talk about opinions and other people's experiences
- 👤 Give your ideas about the service or the product
- 👤 Be enthusiastic
- 👤 Energetic and fast-paced
- 👤 Offer incentives



Expressive style



For more Lightbulb Moments and other resources visit www.Ei4Change.com

Lightbulb Moments

Engaging Others with Emotional Intelligence

The Amiable Style

You will have difficulty with this style if you:

- 👤 Get straight to the point
- 👤 Keep the discussion focused all the time
- 👤 Keep offering incentives or increase the complexity of the discussion
- 👤 Cause them to respond too quickly
- 👤 Dominate or try to control the discussion
- 👤 Are rapid or abrupt
- 👤 Make wild claims
- 👤 Are extremely factual

You should aim to:

- 👤 Be friendly and show interest in them personally
- 👤 Have some social chat before getting down to business
- 👤 Take time to ask open questions
- 👤 Be informal and non-threatening
- 👤 Include guarantees and assurances wherever possible
- 👤 Give the presentation a personal touch



Amiable style



For more Lightbulb Moments and other resources visit www.Ei4Change.com

Lightbulb Moments

Engaging Others with Emotional Intelligence

The Analytical Style

You will have difficulty with this style if you:

- 👤 Are disorganised and casual
- 👤 Are late
- 👤 Provide personal incentives
- 👤 Push or gently persuade
- 👤 Use testimonials or opinions
- 👤 Are flippant or use methods that try to increase the appeal around what is being discussed

You should aim to:

- 👤 Be well prepared
- 👤 Get straight down to business
- 👤 Listen carefully
- 👤 Be specific and logical
- 👤 Be persistent and thorough in questioning
- 👤 Be formal and unemotional when challenging them
- 👤 Give them time to give their point of view



Analytical style



For more Lightbulb Moments and other resources visit www.Ei4Change.com

Ei4Change

Providing Tools 4 Change

+44 (0) 161 244 8884

Call about
training with
emotional
intelligence.

www.ei4change.com

info@ei4change.org.uk

