

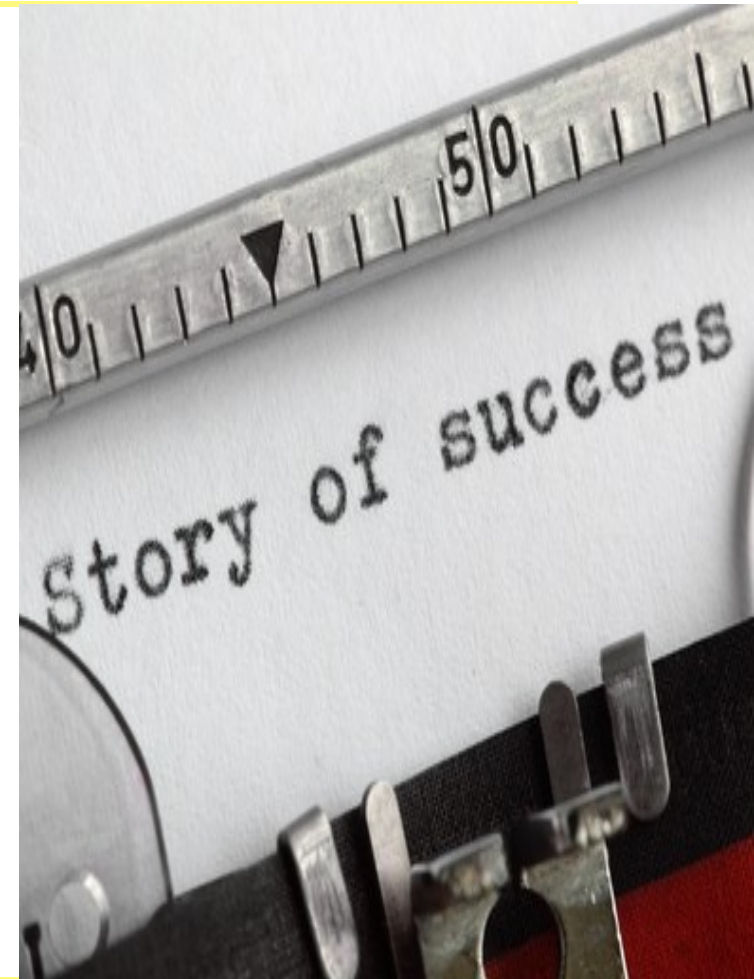
Agenda

- The Social Style model
- Understanding versatility
- Identifying others' styles



Identify the styles of others

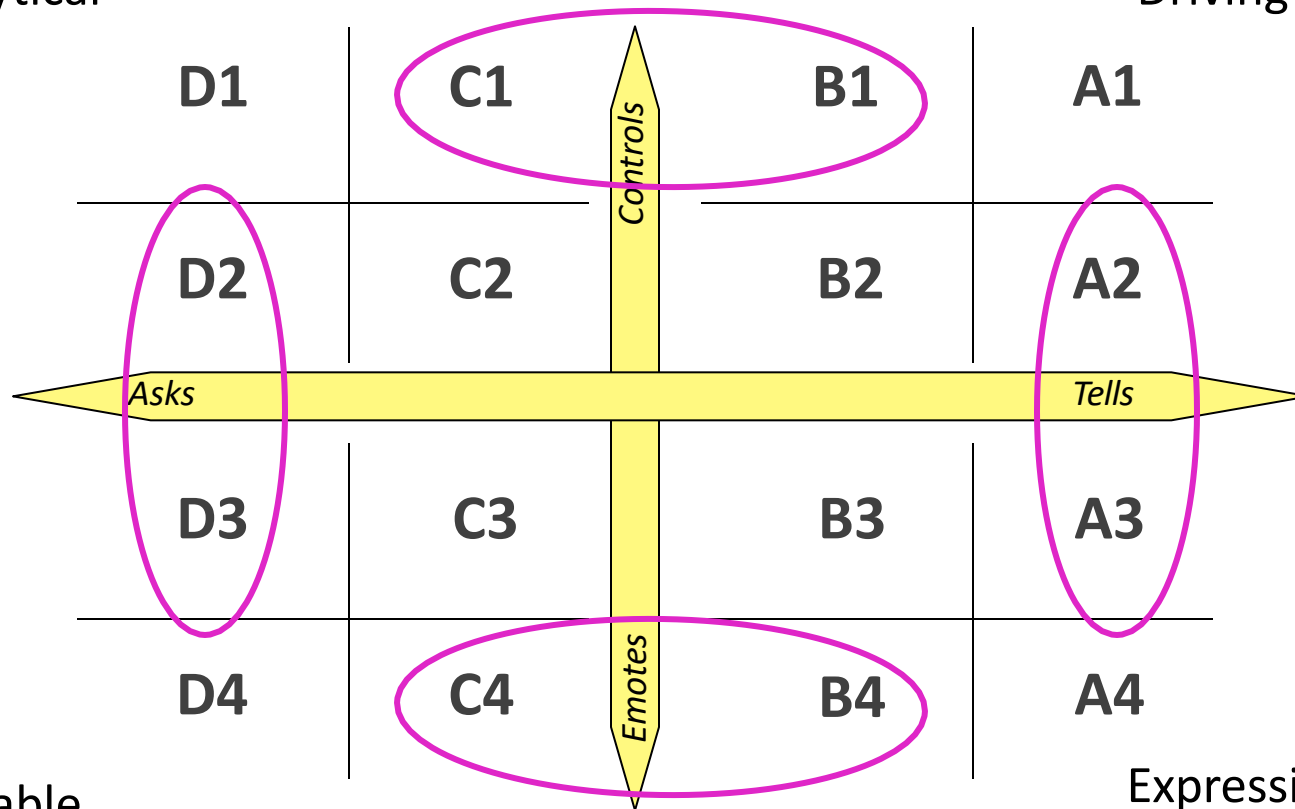
- Observe over time
- Consider organizational level
- Consider the situation



Consider style combinations

Analytical

Driving



Use backup behavior as a clue

Driving = <i>Autocratic</i>	Show this style how you can help them achieve the results or goals they are committed to.
Expressive = <i>Attacks</i>	Listen sympathetically, without evaluating or defending. Accept the emotion expressed without getting involved or committed by it.
Amiable = <i>Acquiesces</i>	Encourage this style to feel safe in becoming involved again and initiating point of view. Invite him or her to offer constructive criticism.
Analytical = <i>Avoids</i>	Emphasize/reinforce the value of their facts and data. Avoid focusing on personalities or emotional issues, and ask to compare their facts with yours in a non-confrontational manner.



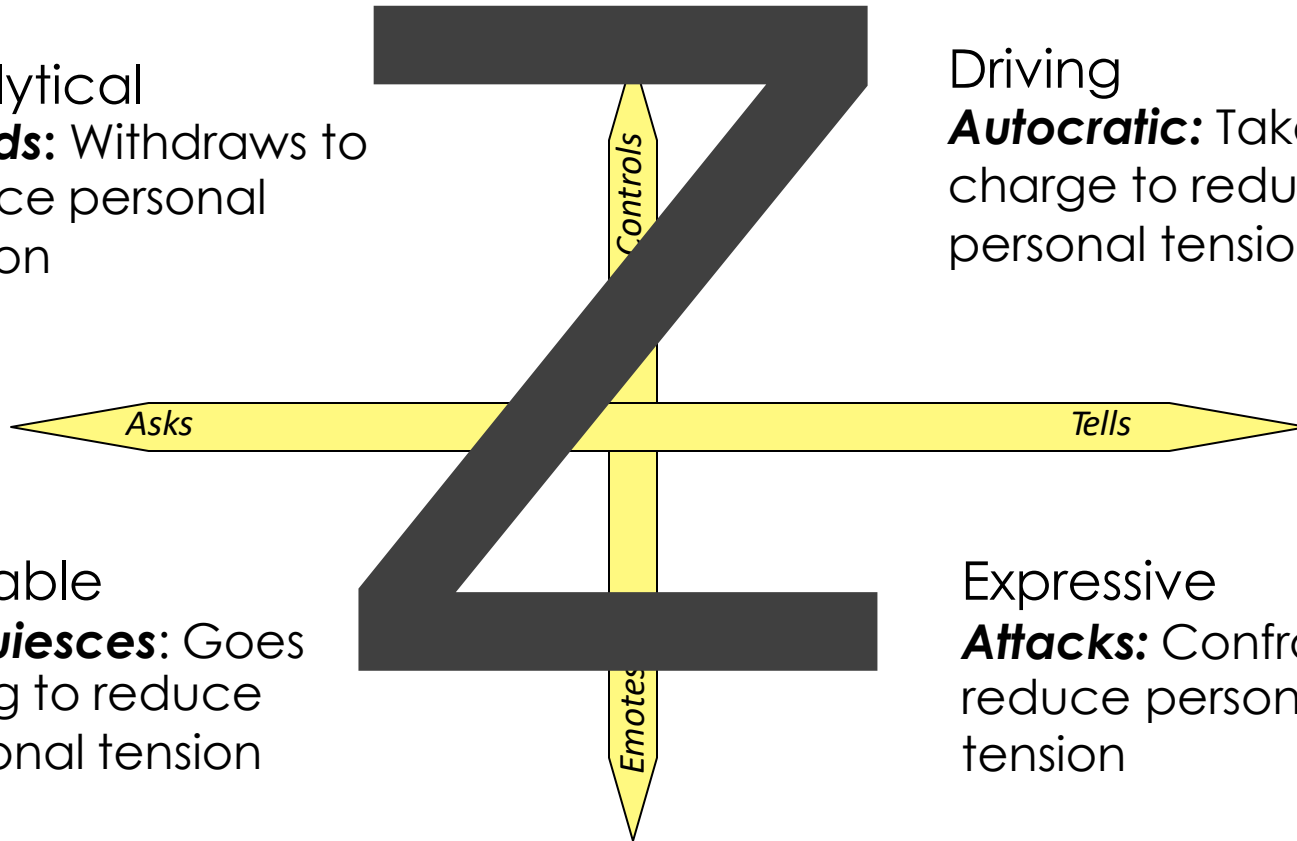
Understand how stress works

Analytical

Avoids: Withdraws to reduce personal tension

Driving

Autocratic: Takes charge to reduce personal tension



Amiable

Acquiesces: Goes along to reduce personal tension

Expressive

Attacks: Confronts to reduce personal tension

Learn to use the tool

Deepen



Learn

Notice

Try

Share our takeaways

- What resonated with you today?
- What one action will you take?



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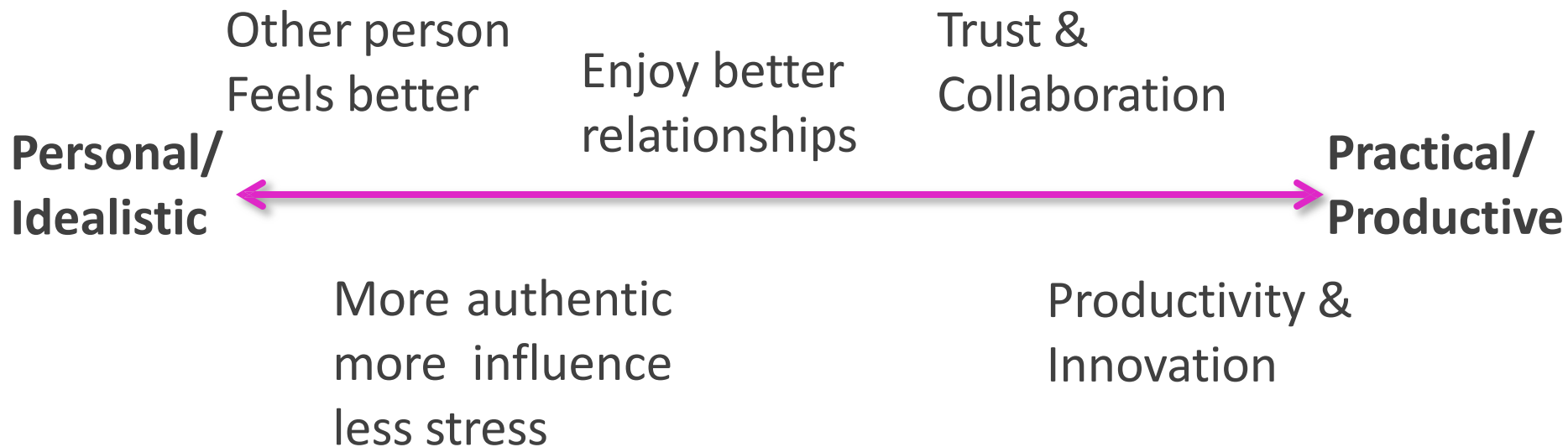


Versatility measures focus of tension

Self		Other	
W	X	Y	Z



Why focus on others' tension?



Versatility has four dimensions

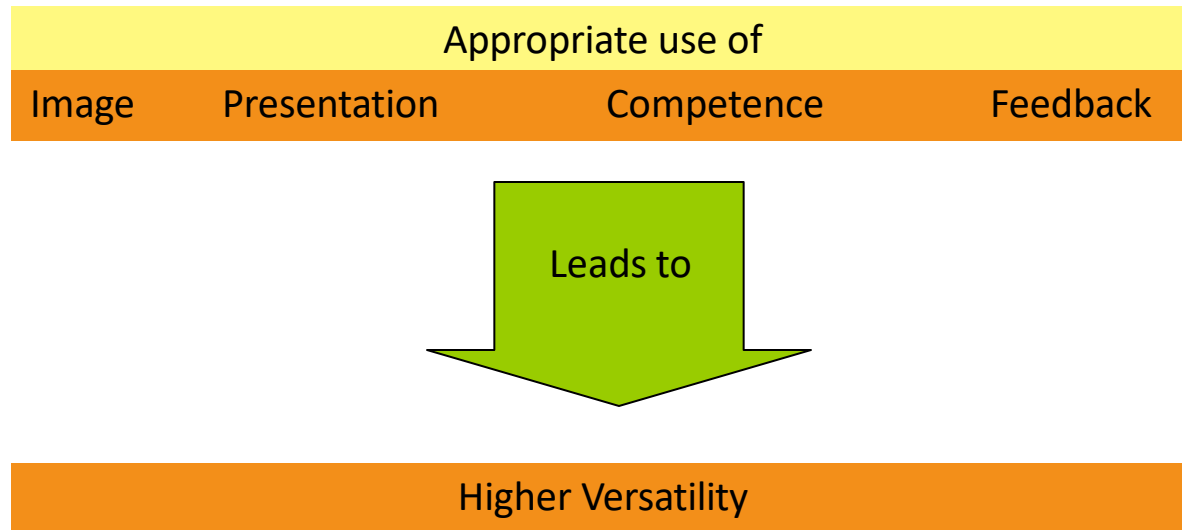


Image measures first impressions

- Appropriateness of dress/demeanor
- Most important in initial interactions
- Negative impressions can be overcome with time



Image is different for each style

Driving

Formal and/or conservative

Expressive

Unique and/or colorful

Amiable

Casual and comfortable

Analytical

Specific and conservative



Presentation measures delivery

- Comfort level presenting
- Organization and information delivery
- How comfortable others feel



Presentation is different for each style

Driving

All business, get to main points

Expressive

Highly vocal, at times disorganized

Amiable

Conversational, focus on team

Analytical

Speak slowly, focus on details



Competence measure work product

- How well s/he achieves goals
- How much support s/he provides
- Dependability
- Perseverance
- Optimism
- Flexibility
- Creativity in problem solving



Competence is different for each style

Driving

Confident, quick to act

Expressive

Enthusiastic, creative

Amiable

Cheerful, solve problems as team

Analytical

Reserved, solve problems alone



Feedback - Listening and understanding

- Attentive listening
- Effective paraphrasing and reflection
- Considering others' style when communicating
- Empathy



Feedback differs for each style

Driving

Listening is a challenge; brief

Expressive

Speak more than others; animated

Amiable

Good listeners; animated

Analytical

Hesitant to engage; brief



Versatility can be increased

Know Yourself

How your behavior affects others

Control Yourself

- Moderate your behavior
- Be less affected by other's behavior

Know Others

Observe “say” and “do” behavior

Do Something for ~~D~~ **accommodate**
*others to improve
communication and trust*



Building Relationships with *Social Style*

