

Communication Skills

E	I	S	N
<p>Need a good verbal presentation</p> <p>Want to engage you to learn about the project; allow for questions, interruptions, dialogue</p> <p>May decide quickly and verbally; watch for this and do not "oversell"</p> <p>Cover the major points at a fast pace; do not go into too much detail</p> <p>Do not presume that an E will remember you next week; use reminders like phone calls, mailings, updates; this feeds the E need for variety, contact, action</p> <p>E's want to do something now about an external need or a crisis; be ready to deliver</p>	<p>Need a good written proposal to review</p> <p>Need time to reflect about detail or implications of a project</p> <p>Do not usually decide quickly unless they have thought it through beforehand</p> <p>Should not be bothered too much with phone calls, literature, updates; tell him/her in advance about next planned contact</p> <p>Even in crisis or urgent needs, I's will take time to do the right thing after deliberating; do not rush</p>	<p>Begin with facts, build to "big picture"</p> <p>Use simple, practical examples</p> <p>Emphasize implementation, the next step</p> <p>See systems as a number of facts, projects</p> <p>Stay in here-and-now</p>	<p>Begin with "big picture", fill in facts</p> <p>Make connections between facts and ideas</p> <p>Comment on unseen implications, future projections</p> <p>Discuss project as part of system</p> <p>Show interest in creative ideas or enthusiasms</p>
T	F	J	P
<p>What you say counts more than how you say it</p> <p>Be logical, researched</p> <p>Be low-key, conservative, businesslike</p> <p>Emphasize soundness, reliability, statistics</p> <p>Avoid generalizations, repetition, incoherence</p>	<p>How you say it counts more than what you say</p> <p>Emphasize human benefits</p> <p>Use eye contact, smile, be warm and personal</p> <p>Support service or project with first-hand testimonials, personal feedback</p> <p>Show genuine interest in the client as a person</p>	<p>Justify project through precedent</p> <p>No surprises</p> <p>Find out the schedules, priorities, criteria, goals of the client and stick to them</p> <p>Stay organized</p> <p>Give feedback so the J "stays on track" towards goals</p>	<p>Allow for last-minute adjustments</p> <p>Concentrate on keeping P's present adaptability, options</p> <p>Diplomatically remind P that a decision must be made within certain time constraints</p> <p>Allow time for enjoyment</p>