

How to adapt your Coacting Style

	Innovator	Achiever	Perfector	Harmoniser
How to prepare	Start with key, high impact points	List bullet points, priorities & action. Have evidence.	Full picture briefing with detail at the ready	Show awareness of the impact on the people behind the task
Open with	Upbeat icebreaker / story	Time check. Agree how long is necessary.	Context setting. Clarify aim.	Genuine 'How are you?'
When face to face, be	Enthusiastic, optimistic	Task focused, keep to the point	Precise, allow time to think	Pleasant, conversational
Keep in mind, they like	Appreciation of their ideas, optimism, high energy,	Progress, authority, deadlines,	Facts, evidence, thoroughness	Interaction, involvement, inclusion
To get their best, give	Attention, recognition, fresh ideas	Progress updates, propose solutions to problems	Thought through plans	Dependability, loyalty, trust
Keep them happy by	Making things interesting	Solving problems, getting results	Keeping to schedules and systems, explaining changes	Keeping in touch
On the phone, be	Fun, lively, upbeat, share stories	To the point, respect their time	Precise, prepared, logical, volunteer information	Willing to listen, ask open-ended questions
Close with	Action check – what have you agreed?	Clarity of action & timescale	Reaffirm priorities. Check they're OK.	Assure co-operation. What's agreed? Thank them.
Email style	Creative, spontaneous dialogue	Clarity, brevity, no surprises	Sufficient information, ordered and with support data	Personable, friendly. Dear.... Add tone e.g. with emoticons :)
Email content	Visual, broad brush layout Big picture first	Bullet points, headlines Point out issues for attention	Provide attachments, references, links. Double check for accuracy.	Acknowledge people, give recognition, thanks.

