People use different management styles and methods to assert themselves, (to tell you what they want)

Assertive

"I know what I want. I want it my way…"

"I'm clear about what I want. How can I help you get what you want"

Combative Me first   **Pragmatic Win-Win**

Non-empathetic   **Empathetic**

Risk Averse   **Friendly & Benevolent**

"I don't want to make mistakes".

"I know what I want. But, first I want to tell you a story…"

Passive
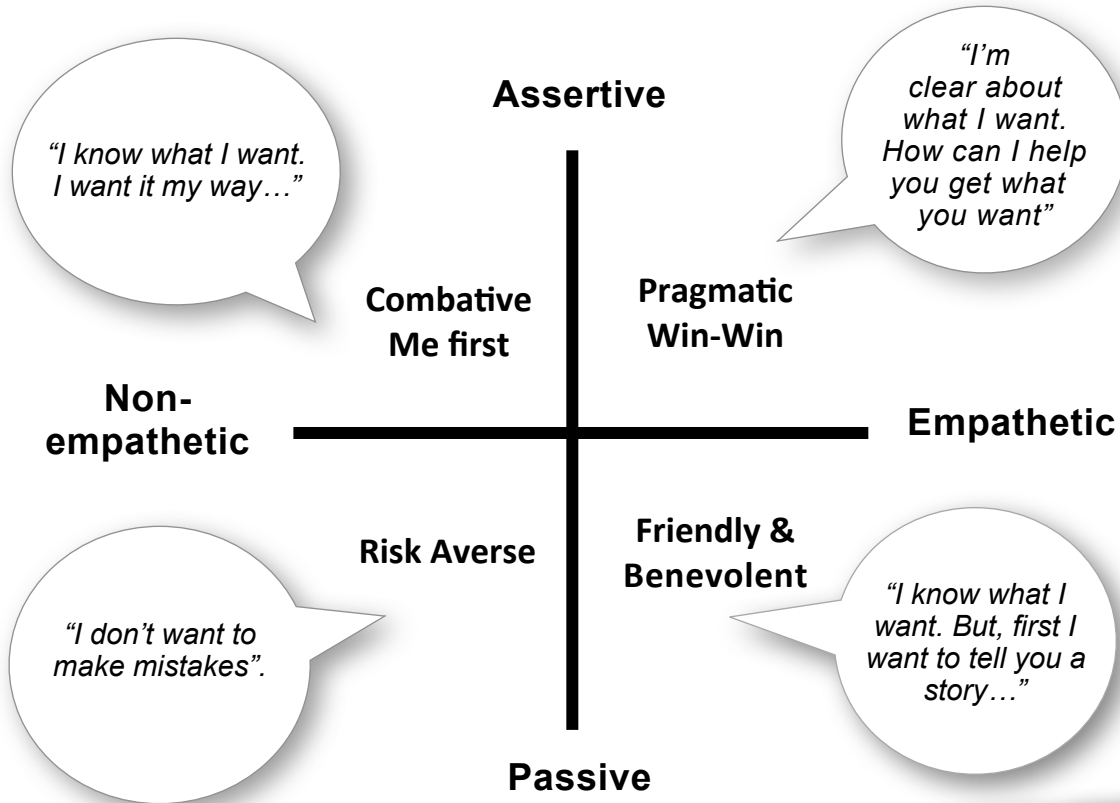
People have one dominant operating style. However, they can move around – between meetings, in a meeting, in a sentence!

Assertive

Ideal style!

Combative Me first   **Pragmatic Win-Win**

Non-empathetic   **Empathetic**

Risk Averse   **Friendly & Benevolent**

Passive

FRY
THE
MONKEYS
CREATE A
SOLUTION
ALAN KAY

When we engage superficially, they can respond in different, but predictable ways.

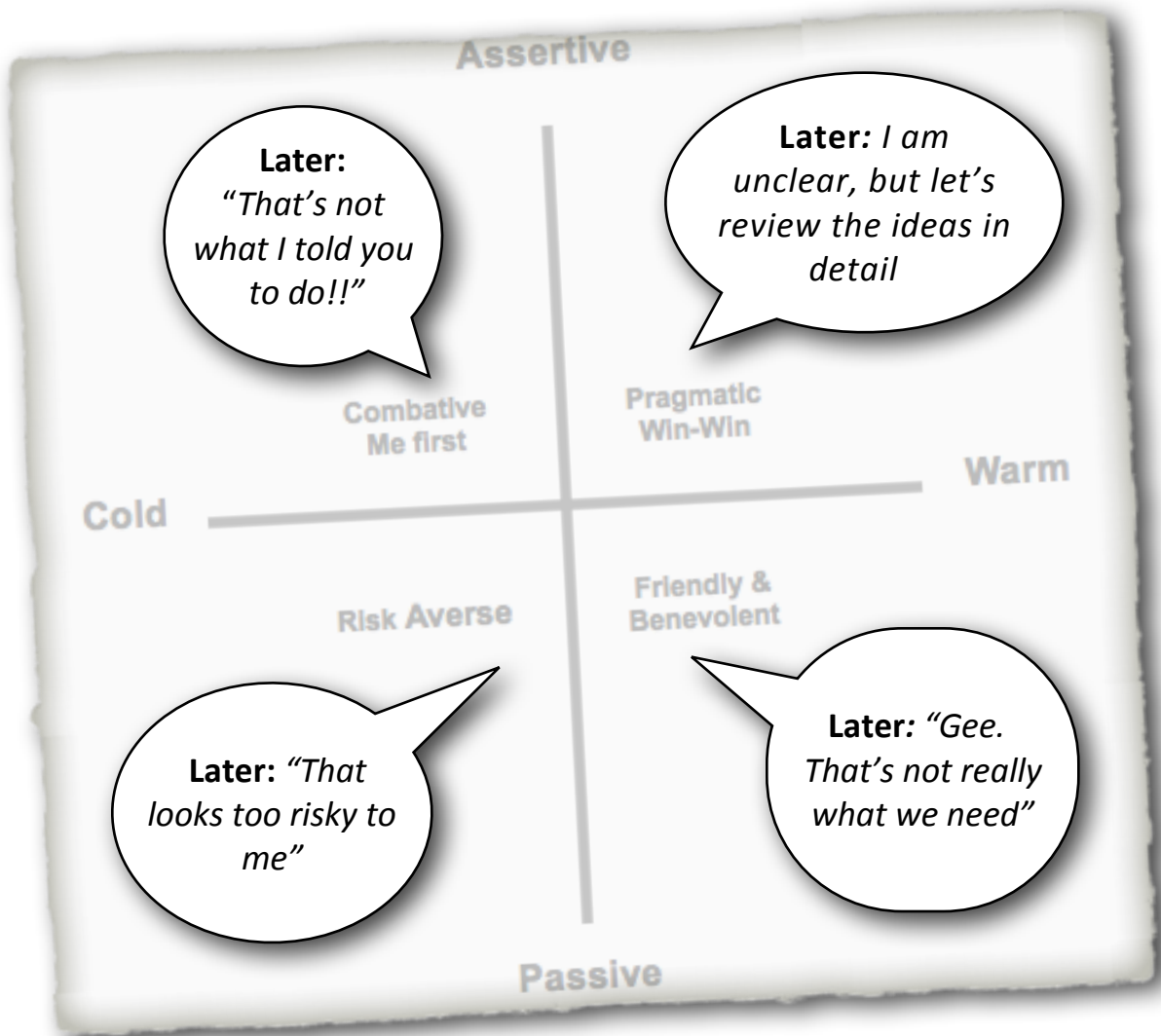How do we help people who have unhelpful demands, or responses, move to the win-win corner? Slowly...

More...
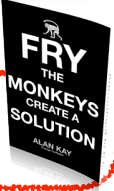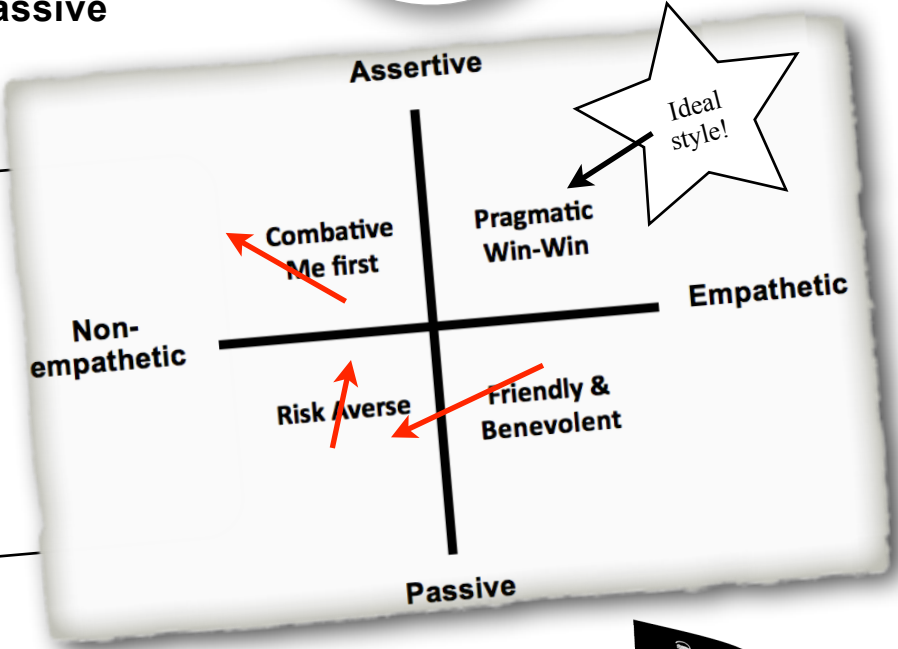
Helping difficult people think 'Win-Win'
A tool to help people move to a solution focused conversation

The persuasive facilitator asks better questions...

"You've obviously done this well in the past...tell me more?"
"What does success look like to you for this project."

"You're obviously clear about your needs. Please tell me some more details!"
"What does success look like to you for this project."

Later:
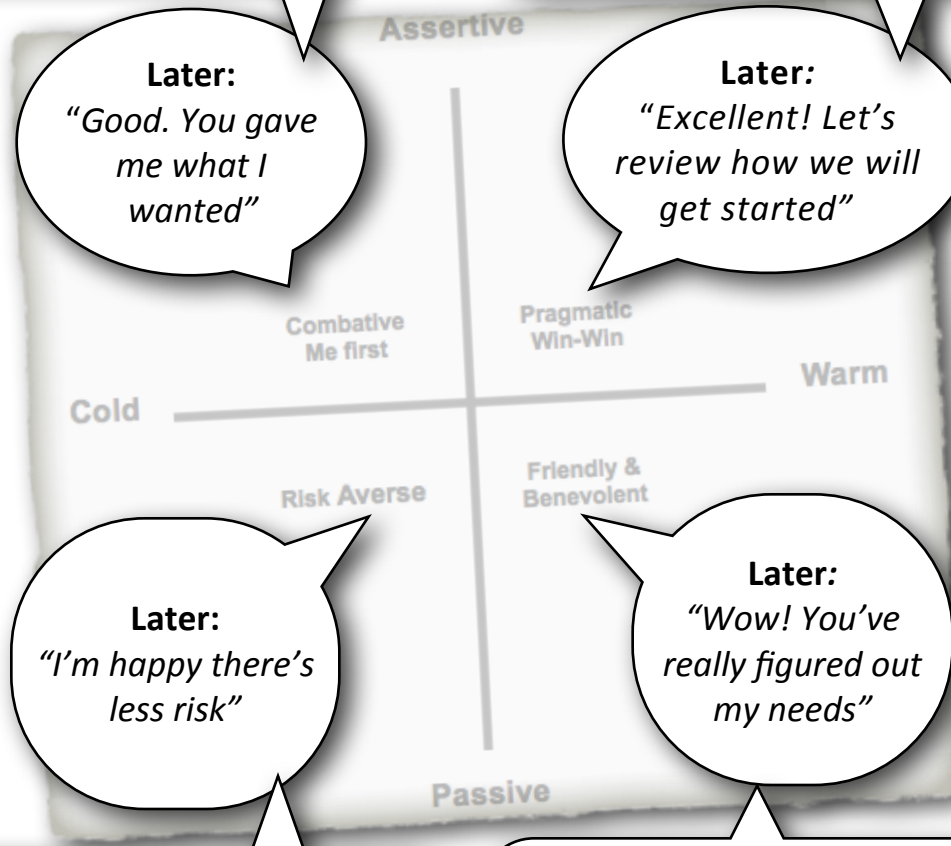*"Good. You gave me what I wanted"*

Later:
"Excellent! Let's review how we will get started"

Assertive

Combative
Me first

Pragmatic
Win-Win

Cold

Warm

Risk Averse

Friendly &
Benevolent

Later:
"I'm happy there's less risk"

Later:
"Wow! You've really figured out my needs"

Passive

"It's clear that you like to plan carefully. When this worked well in the past...how did it work for you?
"What does success look like to you for this project, particularly for you and your management?"

"You are someone who enjoys working with people. Tell me more about the specifications for the project."
"What does success look like to you for this project, particularly for you?"