

Dominance Style

Opening the Door to Communication

- Asking WHAT questions
- Providing clear and definitive answers
- Minimizing obstacles by offering solutions
- Emphasizing the bottom line results not the approach
- Challenging them with problems to solve or goals to accomplish
- Focusing on efficiency and effectiveness
- Freeing them from details and routine
- Responding quickly to their sense of urgency
- Respecting their authority
- *Phrases:* "seize the day", "the end justifies the means", "make it happen"

Closing the Door to Communication

- Speaking softly or rambling
- Stalling or wasting time
- Asking rhetorical, redundant, or irrelevant questions
- Procrastinating or slowing down progress
- Failing to deliver what was promised
- Trying to control or restrict them; making decisions for them or without their input
- Criticizing the method by which they achieve
- Creating an unproductive environment
- *Phrases:* "no-win situation", "circumstances beyond human control", "detour"