

Steadiness Style

Opening the Door to Communication

- Asking HOW questions
- Expressing genuine appreciation and support
- Being friendly and considerate
- Initiating any essential changes on a scheduled timetable
- Allowing them to develop their own processes and systems
- Providing security and stability
- Listening to them
- Emphasizing teamwork and loyalty not self-interest
- Being proactive and planning ahead
- Respecting their contribution
- *Phrases:* "slowly but surely – all in good time", "stay the course", "hassle-free"

Closing the Door to Communication

- Speaking rapidly or being abrupt
- Making assurances you can't honor
- Interrupting them
- Being insensitive, aggressive, or impatient
- Emphasizing competition over cooperation
- Disrupting their method or routine
- Making sudden or unnecessary changes
- Assuming they agree with you
- Creating a hectic or unstable environment
- *Phrases:* "reinventing the wheel", "substantial change", "random order"