



High Compliance

Ei4Change

High Compliance

High Compliance

- interested in, and places a high value, on facts, figures, data, and reason
- analytical, systematic, and methodical
- follows an orderly approach in tackling tasks
- well organised and thorough

May be viewed too cautious, overly structured; someone who does things too much according to the rules.

Basic fear: Conflict

Motivator: Standard operating procedures

Value to the organisation: Quality and standards. Technical competence.

Observable Behaviours

Approach: Punctual, prepared, and logical; with cautious phrasing of questions

Time orientation: Analyses past data, considers the present situation, and projects these facts. Views time in a linear or sequential fashion

Handshake: Loose and brief

Office: Very neat, orderly, almost impersonal; desk is often clear apart from your documentation

Dress: Conservative, neat, smart business clothes; avoids anything too flamboyant and stays neat all day

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Manners: Very polite, correct, and diplomatic

Eye contact: Avoids a lot of eye contact, particularly in an aggressive or hostile situation. May be direct when sure of the facts.

Body language: Tends to be cautious about expressing feelings through gesture or facial expression; may be seen as impersonal or cold

Handling conflict: Prefers to avoid conflict unless or until they have supporting evidence

Communication

Management style: Rule enforcement

Communication style: Writing

Wants to know: Facts, figures, and data presented in an orderly fashion with documentation and the chance to examine carefully what is being discussed

Written communication style: quite formal and precise with data and key points listed. May use an outline style with subheadings, numbered sections, tables, and appendices.

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In general, they may

- Be very systematic and highly logical
- Be careful and compliant; something of a perfectionist
- Be disciplined with time
- Become too immersed in detail
- Be unwilling to act without precedent and so appear indecisive
- Get defensive when threatened and may yield position to avoid controversy
- Not share personal feelings
- Be very well prepared for your visit
- Be on time, and will probably have read any material that you have sent beforehand
- Give a nervous laugh or cough to gain thinking time

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Use of Emotional Intelligence

Good use	Poor use	Best approach
accurate	critical	tell how first
conscientious	fussy	list pros and cons
serious	moralistic	be accurate and logical
persistent	stuffy	provide evidence
organised	stubborn	provide deadlines
deliberate	indecisive	give them time
cautious		don't rush or surprise

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