



High Steadiness

Ei4Change

High Steadiness

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- interested in, and places high value, on personal relationships, feelings, human interactions, and affiliation with others
- warm and sensitive to the feelings of others
- perceptive, able to assess a situation in terms of the human emotions involved
- loyal and supportive

May be viewed as emotional, sentimental, and too easily persuaded by others.

Basic fear: Insecurity

Motivator: Security

Value to the organisation: Service and support. A specialist.

Observable Behaviours

Approach: Tentative, considerate, and organised

Time orientation: Refers to past events and relationships with others over time

Handshake: Sincere

Office: Pictures in the office may be of possessions and family

Dress: Appropriate but for comfort rather than fashion

Manners: Very courteous and welcoming

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Eye contact: Warm, friendly, sincere

Body language: Relaxed and attentive

Handling conflict: Prefers to smooth over the situation, rather than rush in with an aggressive decision

Communication

Management style: Organising

Communication style: Listening

Wants to know: How others may feel about the matter, who else will be involved in it, past experiences in similar situations, etc.

Written communication style: informal, chatty, and friendly. May include names and make references to others and to past events.

In general, they may

- listen and may not talk a lot
- be content with things as they are
- question in order to clarify
- strive to maintain status quo
- talk in a slow but firm voice
- not change pace easily or rapidly
- make tentative statements
- be thorough in finishing tasks
- be very security conscious
- seem lacking in imagination
- appear convinced (but don't assume they are!)

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Use of Emotional Intelligence

| Good use | Poor use | Best approach |
|------------|------------|---------------------------|
| patient | hesitant | explain why and who first |
| respectful | vague | ask instead of telling |
| willing | compliant | share your feelings |
| empathetic | conforming | draw out their opinions |
| agreeable | dependent | explore personal life |
| dependable | unsure | define expectations |
| concerned | laid back | strive for harmony |
| relaxed | | |

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