

Lightbulb Moments

Engaging with Others with Emotional Intelligence



With High D aim to

- 💡 Get down to business quickly
- 💡 Be specific in questioning
- 💡 Use time efficiently
- 💡 Provide alternatives for them to choose from
- 💡 Be factual and succinct
- 💡 Talk about results and outcomes
- 💡 Avoid too much detail
- 💡 When finished – go!

With High I aim to

- 💡 Expect some element of socialising
- 💡 Talk about opinions and other people
- 💡 Give your ideas about the product or service you are discussing
- 💡 Be enthusiastic and energetic
- 💡 Be fast paced
- 💡 Offer incentives



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With High S aim to

- ☛ Be friendly to show interest in them personally
- ☛ Have some chit chat before getting down to business
- ☛ Take time to ask open questions
- ☛ Be informal and non-threatening
- ☛ Include guarantees and assurances wherever possible
- ☛ Give the presentation a personal touch

With High C aim to

- ☛ Be well prepared
- ☛ Get straight down to business
- ☛ Listen carefully
- ☛ Be specific and logical
- ☛ Be persistent and thorough in questioning
- ☛ Be formal and unemotional when challenging
- ☛ Give them time to give their point of view



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