

# Interpretation Key for the Difficult Customer Diagnostic

The following reference tool is useful in exploring the meaning of profiles on the Difficult Customer Diagnostic. Each profile consists of four bars. And each bar is usually off center @md biased toward one side or the other. The side on which the bar is longest is the dominant side. Read its label and look up the label below to learn more about this style preference.

## How do you think?

\_\_\_ *Random*

( \_\_\_ *Tied* )

\_\_\_ *Sequential*

<i>Order is restrictive</i>	<i>Order is liberating</i>
Acts	Plans
Reacts to stimuli, changes direction	Stays goal directed, stays on track
Takes the path of least resistance	Starts at the beginning
Improvises	Follows directions (seeks instruction)
Seems to be an unstructured thinker	Seems to be an orderly thinker
Ignores rules	Imposes rules
Intuits	Analyzes

## What do you think about?

\_\_\_ *Divergent*

( \_\_\_ *Tied* )

\_\_\_ *Convergent*

<i>Choices are restrictive</i>	<i>Choices are liberating</i>
Expands the options	Chooses the best option
Explores to seek new order	Organizes to maintain order
Sees unexpected connections	Uses defined connections

Opens	Closes
Initiates	Completes
Redefines	Synthesizes
Personalizes	Formalizes

**Do others use up or give you energy?**

\_\_ *Private*

( \_\_ *Tied* )

\_\_ *Public*

<i>Other people are inhibiting</i>	<i>Other people are stimulating</i>
Is introverted	Is extroverted
Works well alone	Works well in groups
Is unsociable	Is sociable
Is hesitant to collaborate	Seeks collaborators
Is self-reliant	Is self-confident
Is distracted by others	Is stimulated by others
Reserves best ideas	Shares best ideas

**Do you tend to listen or talk?**

\_\_ *Receptive*

( \_\_ *Tied* )

\_\_ *Expressive*

<i>Others' ideas are stimulating</i>	<i>Others' ideas are inhibiting</i>
Draws others out	Speaks out
Is empathetic	Expresses emotions
Is open-minded	Has clear views

Poses questions	Offers opinions
Considers	Disagrees
Recognizes ideas	Generates ideas
Builds on others' ideas	Builds on own ideas