

Backgrounder:

ROLE-PLAY #2 CHARACTER AND BEHAVIOR TIPS

Directions

When playing the role of Paul, use the information listed below to guide your behavior during the role-play coaching discussion.

CHARACTER AND BEHAVIOR TIPS FOR PLAYING PAUL'S ROLE

- As a high-achieving individual, you are receptive to feedback and consistently seek opportunities to improve your performance.
- You work well with teams, but when you are working on developing your skills, you prefer activities that you can complete independently.
- You are pleased that you are improving your ability to detect and address hidden objections.
- You are anxious to continue to hone your skills related to detecting and addressing your customers' concerns and you want your District Manager to share at least one additional activity that he/she believes will be effective.
- As a detail-oriented individual, you are uncomfortable with ambiguity. You like to know what you need to plan to do and when it needs to be completed. If presented with ambiguous Next Steps, act confused and/or frustrated.

