



KNOW YOUR CLIENT'S COMMUNICATION STYLE



ASSERTIVE

QUALITIES

- Maintains good eye contact and an even-toned voice
- Is physically and verbally expressive; you likely will know exactly how they feel
- Asks directly for needs, no beating around the bush

RESPONDING

- Leave your emotions at the door. Provide answers to their questions and not your feelings.
- Be knowledgeable or prepared to effectively table the conversation until you can gather the facts.
- Demonstrate confidence, even when asking questions about how to proceed.



AGGRESSIVE

QUALITIES

- Speaks with a loud voice, often tries to physically dominate the space
- Speaks with rapid, sharp expressions
- Can come across as a bit of a bully

RESPONDING

- Keep your cool.
- Do not match an aggressive communicator in tone.
- Be proactive in your response by anticipating chances to problem solve.
- Diligently redirect the conversation to solutions, rather than focus on what's wrong.



MANIPULATIVE

QUALITIES

- Exhibits a demeanor that may come across as envious or patronizing
- Fishes for compliments; makes others feel obligated or sorry for them
- Indirectly makes needs known, often through sulking

RESPONDING

- Know that you are being manipulated.
- Frequently reinforce your position.
- Counter manipulation with straightforwardness.



PASSIVE-SUBMISSIVE

QUALITIES

- May comment in a sarcastic tone
- Appears innocent and unassuming
- Can seem devious or patronizing

RESPONDING

- Identify resistance early.
- Avoid passive-aggressive tactics like denial and finger pointing.
- Do not play by their rules. The best way to respond is to be direct and open in your communication.
- Set consequences.



SUBMISSIVE

QUALITIES

- Is soft spoken and exhibits low energy
- Seems apologetic, with a victim mentality
- Does not clearly express feelings and desires; often blames others

RESPONDING

- Be understanding and patient. They may be hesitant and have a hard time expressing how they truly feel.
- Create a safe communication environment.
- Affirm them.
- Use humor to lighten the situation, if appropriate.

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