

Compliance Style

Opening the Door to Communication

- Asking WHY questions
- Providing accurate facts or tangible evidence
- Minimizing their personal risk by offering them guarantees
- Allowing an appropriate amount of time for questions and thought
- Emphasizing quality not quantity
- Explaining information and details
- Being prepared, organized
- Establishing rules or procedures that set high standards and avoid mistakes
- Acknowledging their accuracy
- *Phrases:* "running like clockwork", "proven through research", "standard procedure"

Locking the Door to Communication

- Speaking loudly or being confrontational
- Making promises you can't keep
- Taking the conversation on tangents that are irrelevant or personal
- Criticizing the quality of their work (especially publicly)
- Pressuring them for quick or high-risk decisions
- Presenting information in a disorganized or highly emotional manner
- Creating a chaotic or messy environment
- *Phrases:* "educated guesswork", "thinking outside the box", "emotional plea"