

GETTING RESULTS WITHOUT AUTHORITY

WHEN TO USE A STYLE CHECKLIST

Use this checklist to give you some clues about the most suitable style to use in a situation:

	My situation	Style
A deal is acceptable to both parties	✓ / ✗	ACTION
There is little time to discuss	✓ / ✗	
You both have something to exchange that the other wants	✓ / ✗	
Compliance is acceptable to both parties	✓ / ✗	
You have no logical reasons or the other's reasons for not agreeing are better than yours in support	✓ / ✗	
A solution is acceptable	✓ / ✗	
There is time to discuss	✓ / ✗	PROCESS
You have good ideas	✓ / ✗	
You have good logical reasons and factual data	✓ / ✗	
You are open to rational response and debate	✓ / ✗	
Generating understanding is the ideal outcome	✓ / ✗	
There is time to engage in empathetic listening	✓ / ✗	
You need commitment	✓ / ✗	PEOPLE
There are strong feelings present	✓ / ✗	
You are willing to share your feelings	✓ / ✗	
You want to build cooperation	✓ / ✗	
There is time to connect with the other person	✓ / ✗	
You need commitment	✓ / ✗	
You have ideas, beliefs and values in common	✓ / ✗	IDEAS
You can envision exciting possibilities	✓ / ✗	