

Read the example scenario below, then read the practice scenario and answer each Personality Style's preferred question so you can get everyone on board more quickly.

### EXAMPLE SCENARIO:

**Going forward, our offices will now be open on Saturdays from 9:00am to 5:00pm.**

*What else do you need to tell each style specifically to comply and be enthusiastic about it?*

*Many of our customers are unable to come in during the week, so they are frustrated and we are missing a lot of business. We're trying to be more innovative than our competition. We'll create flexible schedules to make up for the extra time worked.*

**POSSIBILITIES**

WHY

*Plan to work two Saturdays a month and you will be answering calls and helping customers who come into the branch. We're going to try and beat last month's numbers with this extra day.*

**ACTION**

WHAT

*We'll all be taking turns working on Saturdays to take care of our customers even better. We'll be working in teams and lunches will be catered so it's fun for both you and our customers. Please let us know if you have any scheduling conflicts.*

**RELATIONSHIP**

WHO

*Everyone within the customer service and service departments will report for work on alternate Saturdays during the hours stated and will carry out their normal responsibilities. A split schedule will be distributed to establish exact dates.*

**STRUCTURE**

HOW

### PRACTICE SCENARIO:

**We're having a customer open house every Friday at each branch for the next six weeks. Food, hosting and tours will be managed by a different department each week.**

*What else do you need to tell each style specifically to comply and be enthusiastic about it?*

**POSSIBILITIES**

WHY

**ACTION**

WHAT

**RELATIONSHIP**

WHO

**STRUCTURE**

HOW