

Driver

“Let’s get it done”



Identify



Look For

- Intense eye contact
- Leans forwards
- Limited facial expressions
- Deliberate & fast gestures



Listen For

- Very fast pace
- Deliberate, to the point
- Formal, businesslike
- Strong opinions

Reflect

- ✓ Quick, decisive action
- ✓ Challenges, and quick results
- ✓ Focus on the here & now
- ✓ Control

- ✗ Delays, running late
- ✗ Inefficiency & “wasting time”
- ✗ Lack of structure / plan

Modify

History

- Focus on the goal
- Short & Sweet
- Elicit their opinions

Exam

- Find their pain first
- Briefly explain why you’re checking others areas
- “Walk and talk”

Recommendations

- Move through quickly
- Keep them in control, give options
- A clear plan with end/review date