

Workplace Communication Language Quiz Result

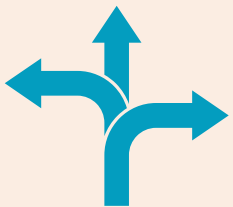
You Speak the Language of

CERTAINTY



What You Value:

Stability, reliability, and proven methods.



How You Make Decisions:

You make decisions based on facts, data, and past performance. You prefer organized processes and clear plans.

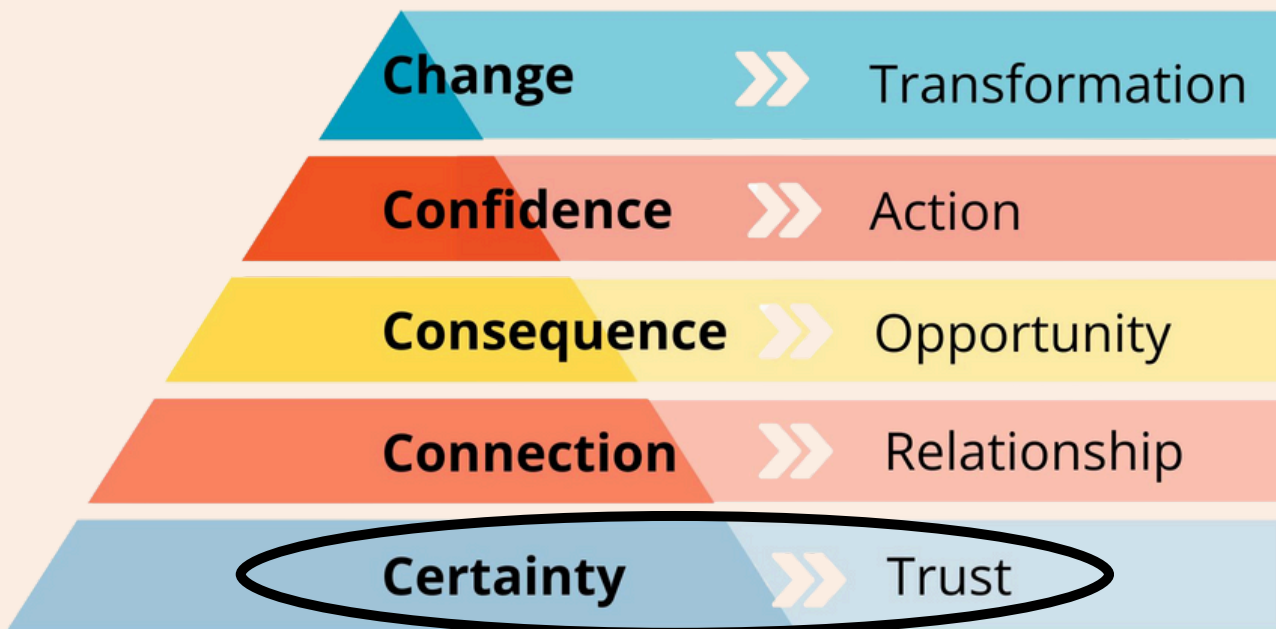


How You Communicate:

In communication, you build credibility through evidence and logical presentation.



Your Speak to Lead E-book Excerpt



Workplace Communication Language: CERTAINTY

- Depend on the tried and true to determine the best next step.
- Rely on facts, data, and past performance to make decisions.
- Prefer things to be organized in a process and always to have a plan.
- Endeavour to build loyal relationships.
- Before moving forward, they want to feel secure and tend to rely on options that will give them stability and will feel familiar.
- People would describe them as consistent, conventional, emotionally stable, practical, and reliable.

**Your intention
when speaking
this language is
to build TRUST.**



Your Communication Do's and Don'ts

Language of Certainty

Communication Do's

1. **Do** use testimonials, case studies, and examples that demonstrate where your idea, solution, or expertise provided value and delivered success.
2. **Do** describe the process and a clear path outlining steps that need to be taken.
3. **Do** use data, facts, and information to illustrate the benefits and past performance of your solution.
4. **Do** define how your idea or solution will bring more stability, calm, and comfort to their business or life.
5. **Do** send materials in advance of meetings to provide context and information, as well as after the meeting, be sure to follow-up, as they will have more questions.

Communication Don'ts

1. **Don't** expect them to say yes instantly to your new and out-of-this-world idea or solution. They need to see a track record and know it works.
2. **Don't** seek to connect with them at an emotional, heart-centric level. Their preference is to engage and interact at an intellectual, head-centric level.
3. **Don't** be disappointed if they don't mirror your excitement and enthusiasm. Their outward emotional expression is not a sign of lack of interest or engagement.
4. **Don't** be intimidated if they ask a lot of questions or are quiet during meetings. They are going inwards, thinking and processing.
5. **Don't** attempt to facilitate a big, bold, and outside-the-box change. They rely on the tried and true, steady and stable, with an incremental rather than breakthrough approach.



How You Best Add Value at Work

When your colleagues speak the Language of Certainty, they can become paralyzed in indecision. They are continually looking for more information, data, and facts to give them comfort and safety in making a decision. This is especially true when venturing into new territory, be it purchasing something they've never purchased before or working with someone new.

The highest value you can offer is to provide them with just the right amount of information, insights, facts, and data to satisfy the protector in them. You're helping them make the safest, most logical and reliable decision that will help them solve their problems, achieve their goals, honor a need, or fulfill a dream.

Using the Language of Certainty, you're giving them comfort and peace of mind to move forward.



Download the Speak to Lead E-book



Download Your E-book