# How to deal with different types of people?

## V.I.P. person/ "Big Boss"

- Manipulate
- Unhealthy self-confidence
- Shows his/her importance "I AM"
- Stay at = partner / assertive (There is difference between partners and obedience)
- Listen, support his EGO
- Let him speak
- If he/she talks long paraphrase
  - we can interrupt by repeating his words

Leadership

#### **Charismatic Leader**

- knows what he/she wants
- Wants to make decisions
- Factual, understandable, and you treat him/her like that
- Likes to be open
- He/She trusts us, trust him/her.
- ... not to disappoint, not to lie,
- To speak to the point briefly and clearly
- Offer and leave it let him/her decide



Defensive

How they impress you?

Friendly

#### Closed / Bureaucrat

- Does not trust even himself does not trust us
- Likes order and system
- Is suspicious though your advice
- Suggest variations and offer Him/her just one.
- Give him written procedure, rules what to do and how to do description of activities or image, infographics ...
- Believes in what is on paper
- Don't convince him orally, because he/she doesnt trust you (as a person)
- He needs time to see



### **Most Ordinary person**

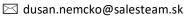
- You're an expert in his/her eyes
- Doesn't like making decisions
- Relatively low self-confidence
- **Expects advice and help**
- Suggest variations and offer him one
- Say "Depending on what you say, you like option B (from ABC)" Well B (frequent answer). You continues:
  - "You made a great decision" (praise)
- **Don't let him decide –** to decide for these people is difficult decision making is hard work

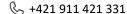


**Passive** 



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# "Tools" to visit a client



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