

Adapting your Coacting Style to the needs of Inspection

Recognising	The Achiever style	The Perfectionist style
Approach	Direct, combative, powerful	Analytic, considered, calm
Values most	Succeeding against the odds	Order, quality, getting things right.
Prioritises	Task	Excellence
Behaviour	Focused, controlled, busy	Detached, measured, careful
Needs	A challenge, tasks and deadlines	Quality, order, time to work
Strengths	Persistent, confronts difficulties, gets results	Clear thinking, systematic, delivers quality,
Flip side	Impatient, poor listener, insistent, pushy, stubborn	Aloof, nit-picking, takes a long time to finish, critical
Likes	Challenges, competition, a chance to shine	Intricate problems that need to be evaluated
Dislikes	'Touchy feely', time wasting	Exaggeration, being rushed
Under pressure	Arrogant, bossy, sarcastic	Withdraws, goes quiet and negative
On a bad day may appear	Pent up, aggressive, impatient	Tense, nervous, distant

Adapting to	The Achiever style	The Perfectionist style
How to prepare	List bullet points, priorities & action. Have evidence.	Full picture briefing with detail at the ready
Open with	Time check. Agree how long is necessary.	Context setting. Clarify aim.
When face to face, be	Task focused, keep to the point	Precise, allow time to think
Keep in mind, they like	Progress, authority, deadlines,	Facts, evidence, thoroughness
To get their best, give	Progress updates, propose solutions to problems	Thought through plans
Keep them happy by	Solving problems, getting results	Keeping to schedules and systems, explaining changes
On the phone, be	To the point, respect their time	Precise, prepared, logical, volunteer information
Close with	Clarity of action & timescale	Reaffirm priorities. Check they're OK.
Email style	Clarity, brevity, no surprises	Sufficient information, ordered and with support data
Email content	Bullet points, headlines Point out issues for attention	Provide attachments, references, links. Double check for accuracy.