



NLE Quick Tip: Speed Reading Clients and Candidates

**Presenter: Rob Mosley, Senior Trainer & Managing Partner
with Next Level Exchange**

Now more than ever before, your words matter. The language determines the conversation – the conversation determines the relationship – the relationship determines the outcome and success. The essence of the search and staffing industry is effective communication. How do you like to communicate with others? How do you like others to communicate with you? What is likely to irk you with others when they communicate? And how can we adjust our communication style to be more effective with clients and candidates?

Meeting: “Speed Reading Clients and Candidates” by Rob Mosely

If you are reviewing this Episode with a team, watch the entire Episode. Use the notes below to identify the gaps between knowledge and application.

Facilitator: To get started, circle your top 3 – 4 qualities you think best represent you:

Adaptable: Works in passionate bursts towards emergent goals	Accommodating: Strives for harmony and is willing to adjust their stance in a conflict
Flexible: Easy-going and informal	Collaborative: A team player with a win/win mindset
Spontaneous: Makes quick gut-feel decisions	Empathetic: Considerate and in touch with other people’s feelings
Conceptual: An abstract thinker comfortable with complexity and ambiguity	Observing: Boundaried and energized by their inner world.
Imaginative: A source of new and creative ideas	Measured: Serious-minded and contains positive emotions
Radical: Embraces change and is willing to challenge tradition	Intimate: Listens first and gravitates towards one-to-one conversations
Sociable: Friendly and energized by interacting with others	Cautious: Resists change – prefers to stick with tried and tested methods
Demonstrative: Enthusiastic and expresses positive emotions	Evidence-based: Focused on observable facts and attentive to details
Takes Charge: Seizes initiative in a group and is drawn towards authority positions	Practical: Adopts a realistic and common-sense approach
Logical: Objective and rigorously applies reason	Reliable: Disciplined and meets commitments
Competitive: Strong-willed with a win/lose mindset	Structured: An organized and effective planner
Tough: Argues forcefully and is comfortable with conflict	Purposeful: Sets ambitious goals and then works diligently towards them.



Facilitator: Next, circle the 3 – 4 qualities you think are least like you.

Adaptable: Works in passionate bursts towards emergent goals	Accommodating: Strives for harmony and is willing to adjust their stance in a conflict
Flexible: Easy-going and informal	Collaborative: A team player with a win/win mindset
Spontaneous: Makes quick gut-feel decisions	Empathetic: Considerate and in touch with other people's feelings
Conceptual: An abstract thinker comfortable with complexity and ambiguity	Observing: Boundaried and energized by their inner world.
Imaginative: A source of new and creative ideas	Measured: Serious-minded and contains positive emotions
Radical: Embraces change and is willing to challenge tradition	Intimate: Listens first and gravitates towards one-to-one conversations
Sociable: Friendly and energized by interacting with others	Cautious: Resists change – prefers to stick with tried and tested methods
Demonstrative: Enthusiastic and expresses positive emotions	Evidence-based: Focused on observable facts and attentive to details
Takes Charge: Seizes initiative in a group and is drawn towards authority positions	Practical: Adopts a realistic and common-sense approach
Logical: Objective and rigorously applies reason	Reliable: Disciplined and meets commitments
Competitive: Strong-willed with a win/lose mindset	Structured: An organized and effective planner
Tough: Argues forcefully and is comfortable with conflict	Purposeful: Sets ambitious goals and then works diligently towards them.

Facilitator: Have a group discussion to discover if you have an even mixture of qualities among your team or does your team have a tendency to gravitate towards similar attributes. Which qualities are not represented at all? How does that affect the way your group works together? If you had to add a new team member, what qualities would you look for to round out your team?



Facilitator: Review what happens to your top qualities when you are over-extended or stressed. How might that influence the way you communicate?

- Accommodating ----->
- Collaborative----->
- Empathetic----->
- Observing----->
- Measured----->
- Intimate----->
- Cautious----->
- Evidence-Based----->
- Practical----->
- Reliable----->
- Structured----->
- Purposeful----->
- Adaptable----->
- Flexible----->
- Spontaneous----->
- Conceptual----->
- Imaginative----->
- Radical----->
- Sociable----->
- Demonstrative----->
- Takes Charge----->
- Logical----->
- Competitive----->
- Tough----->





Facilitator: List three ways, using your speed-reading card, to build rapport with someone who claims the opposite qualities from you:

Facilitator: Identify one person, client, or a candidate with whom you would like to enhance rapport. Think about the qualities they may claim. Describe how you will interact with them differently based on what you now know about the Lumina qualities in your next conversation:
