

Steadman Empathizer

The Steady Empathizer

(adapted from the High "S" by Randy Widrick, TTI International, Ltd.)

The steady relater, amiable, Steadman
Mild, laid back, patient, no stress
Stable, sincere, passive, serene
Great listening skills, an "ace" on the team.

Hard at work behind the scenes
Helping to do what's best for the team
Others will tire, but Steadman will finish
Determined to stay 'til the task has diminished.

Loyal, devoted, Steadman'll be here awhile
Jumping around just isn't his style
Won't leave a job until it is over
Finish one first, he's not a rover.

Acutely aware of people's needs
Responding to personal hurts on the team
Although appearing slow in the jobs "S's" do
When it comes to a team, Steadman's the "glue."

This poem clearly paints Steadman as a team player and peacekeeper. As his name indicates, Steadman is as steady as they come, with an informal, relaxed, and thoughtful pace. He is an introverted person for whom change comes hard. He likes to maintain the status quo. His patient, soft-spoken, non-expressive style expertly masks deep emotions that he keeps to himself. Fiercely loyal and trustworthy, his personal and work relationships are usually long-term. Trusting takes time for Steadman, and he keeps you at arm's length until he's comfortable. Steadman's gift of listening makes him powerful, but he doesn't perceive himself this way and prefers to be in the background. He serves others not out

of necessity or political gain, but because he genuinely enjoys it.

At work Steadman is somewhat systematic and may be a list maker. He doesn't take risks and tends to follow rules. He enjoys finishing one task at a time because when he tries to juggle several tasks, Steadman becomes quite stressed.

Let's look at some phrases and words that you can use when communicating with the Steadmans in your world: **think about it, logical, step by step, promise, work together, take your time, trust me, security, help you out, no rush, guarantee, slowly, help me out.**

Some dos and don'ts when communicating with Steadman both in person and over the telephone:



- ✓ Rush headlong into business or the agenda.
- ✓ Stick coldly or harshly to business.
- ✓ Force Steadman into a quick decision or response to your goals.
- ✓ Threaten or demand.
- ✓ Promise what you can't deliver.
- ✓ Interrupt as Steadman speaks (making it appear that you are not listening).
- ✓ Move quickly and abruptly.
- ✓ Assume that you have Steadman's "buy-in" due to his willingness to follow your plans and goal.

Perhaps the most important thing that has come out of my life is the discovery that if you prepare yourself...you will be able to grasp opportunity...Without preparation you cannot do it.

— **Eleanor Roosevelt**

to serve the customer quickly and efficiently. A properly organized work environment also helps to ensure that you and your company are presenting a 4C Image.

Phone Placement

Preparing your desk—whether it’s in an office, cubicle, or on the kitchen table—takes thought and planning. If you are setting up your office from scratch, note where the electrical outlets and telephone jacks are located in the room. I have seen people set up their entire office and have everything exactly as they want it, only to realize that the electrical outlets and phone jack are on the other side of the room. Thank goodness for extension cords!

Before you hook up your telephone, sit at your desk and relax in your chair. Close your eyes, and in your mind’s eye see yourself answering the phone. Ask yourself these questions:



- Do you have difficulty reaching the telephone?
- Do you knock anything over with your hand or arm when reaching for the phone?
- Does the receiver or cord hit anything when you pick it up?

- **Videoconferencing**

Preparing Presentations

- **The Hearing-Impaired Professional**

- **Videoconferencing and Image**

Psst . . . Your Business Image Is Showing!

- **Audio Conferencing**

Teleclasses

Telecommunication Dos and Don'ts



CHAPTER FIVE

Teleconferencing

Imagine being a nine-year-old visitor to the 1964 World's Fair. You feel the excitement of that wonderland as you race from exhibit to exhibit. The AT&T pavilion beckons you to leave your world behind and enter into the future. People around you are talking into funny-looking telephones. Others are chattering at TV screens while holding boxes with buttons that they press as they speak. You wait in line to try this machine for what seems like an eternity to your impatient nine years. Your turn finally arrives, and you realize that the person speaking to you on the screen is coming to you from Disneyland! Geez, are you on the wrong end of that call!

The equipment displayed at the World's Fair that day was an experimental system called a Picturephone. Slow and bulky, the device transmitted a new image every two seconds. The public was not quite enamored with this less-