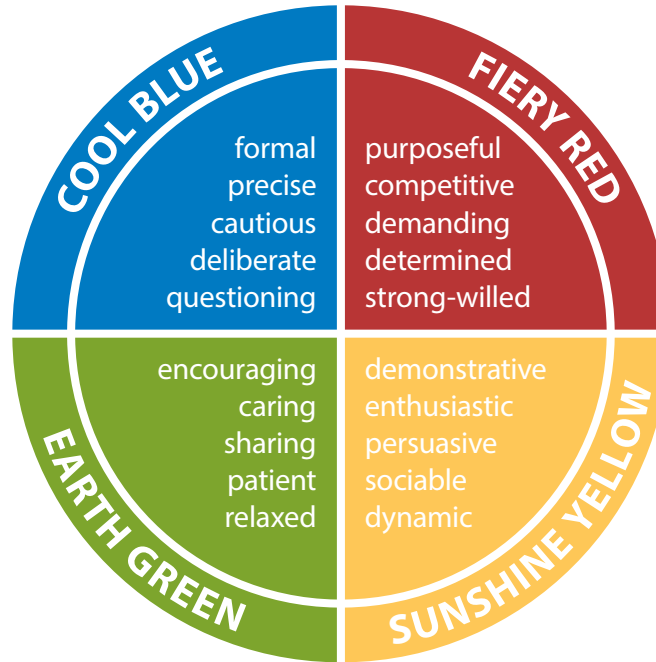




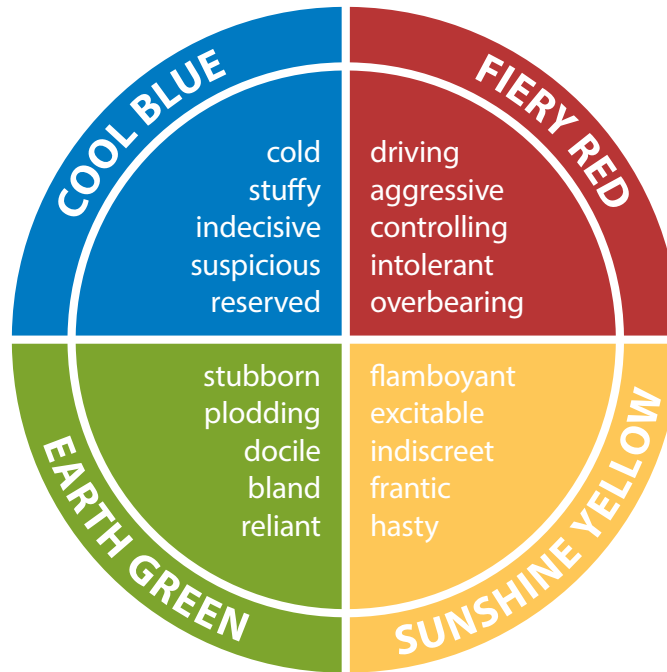
# Discovery<sup>Insights</sup>

Mini Reference Guide

## The Four Insights Discovery Colour Energies – On a Good Day



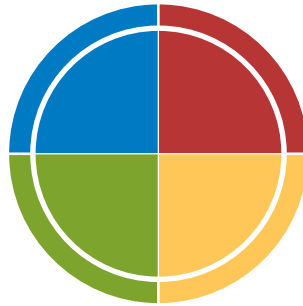
## The Four Insights Discovery Colour Energies – On a Bad Day



## Effective Listening Tips

### Cool Blue

- Consider not answering questions with more questions
- Consider planning the response after the other person speaks, not during
- Be aware of biases
- Don't become preoccupied with your own thoughts
- Learn to ask more open-ended questions, rather than looking for definitive details/answers



### Fiery Red

- Try not to cut the other person off
- Don't assume you know what they're going to say
- Watch tone and pace – look for body language in response
- Don't look at your watch – look at the person – be present
- Stay in the moment – not five tasks ahead

## Effective Listening Tips

### Earth Green

- Watch for inner dialogues
- Stay present – don't get caught up in the "wait – how does that affect me?"
- Stay open, don't make assumptions
- Don't become preoccupied with own thoughts
- Clarify instead of making assumptions to avoid distractions



### Sunshine Yellow

- Work hard at not finishing others' sentences or jumping in
- Try not to dominate conversation
- Keep conversation on what the topic is about, not only the details that interest you
- Provide feedback, but don't interrupt
- Try to stay on track and avoid temptation to turn it into something more "interesting"

## So They Sound ...

Cool Blue	
When I hear ...	How to build rapport
Monotone	Be structured and clear
Slower pace of speaking	Do not pressure them
Detailed questioning	Offer details that meet their requirements
Formal, business-like tone	Offer to follow-up in writing, if appropriate
Reserved approach	Give them time to think

Fiery Red	
When I hear ...	How to build rapport
Business-like formality	Be respectful and direct
Fast pace of speaking	Match their pace
Confident and forthright tone	Be confident and concise
Quick-fire questioning	Focus on their requirements
Impatient and blunt manner	Get to the point, be business-like

## So They Sound ...

### Earth Green

When I hear ...	How to build rapport
Less emotion in voice	Be patient and cooperative
Slower pace of speaking	Slow down, take your time
Quieter speaking	Be relaxed, use small talk
Casual manner	Be easy-going, non-pressuring
Self-contained manner	Be supportive and considerate

### Sunshine Yellow

When I hear ...	How to build rapport
More emotion in voice	Be interested in them personally
Faster pace of speaking	Be upbeat and enthusiastic
Animated and expressive tone	Be friendly, paint mental pictures
Chatty conversation	Let them speak, be flexible in timing
Friendly questioning	Be attentive and complimentary

