

Personality Descriptions

Maslow's Psychological Model for Human Behavior

Results-Oriented

(Column 1)

Identifying a Results-Oriented Patient:

Tone:	Little to no variation
Characteristics:	Impatient, brisk, may seem argumentative
Volume:	Loud, forceful
Pauses:	Very limited, short
Speaking:	Self assured, to the point
Responds:	May seem restless, interrupts

Communicating with a Results-Oriented Patient:

Begin:	Get to the point quickly
Voice:	Rapid pace, limit emotion
Respond:	Don't take offense, be firm and give evidence
Commitment:	Outline options and ask for decision



Socially-Oriented

(Column 2)

Identifying a Socially-Oriented Patient:

Tone:	Lot of variation
Characteristics:	Warm, enthusiastic
Volume:	Loud, lively
Pauses:	Very few
Speaking:	Emotional, gives detail and talks about self
Responds:	Very long, talks a lot

Communicating with a Socially-Oriented Patient:

Begin:	Be casual and friendly
Voice:	Rapid pace with enthusiasm and emotion
Respond:	Be empathetic, let them talk
Commitment:	Be upbeat, encourage action



Process-Oriented

(Column 3)

Identifying a Process-Oriented Patient:

Tone:	Monotone
Characteristics:	Quiet, cautious and controlled
Volume:	Quiet, unemotional
Pauses:	Long, more often
Speaking:	Indirect, little to no small talk
Responds:	Uses facts and logic

Communicating with a Process-Oriented Patient:

Begin:	Be reserved, wait for them to respond
Voice:	Slow pace, limit feelings and emotion
Respond:	Give plenty of information and logical evidence
Commitment:	Offer options, give them time to decide



Relationship-Oriented

(Column 4)

Identifying a Relationship-Oriented Patient:

Tone:	Some variation
Characteristics:	Calm, agreeable and avoids conflict
Volume:	Moderate, soft spoken
Pauses:	Moderate, will wait for you
Speaking:	Cooperative, helpful, may seem uncertain
Responds:	Slowly, explains fully

Communicating with a Relationship-Oriented Patient:

Begin:	Build rapport, be informal and non-threatening
Voice:	Slow pace, be warm and friendly
Respond:	Acknowledge feelings and offer support
Commitment:	Sincere support, do not push



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