Using the People/Technical tool helps us to make sure that any technical information we share is delivered in an accessible and clear way.

To start putting this into practice, it can be helpful to reflect on how you deliver service; whether internally to a colleague or team member or externally to a customer, supplier or a third party.

Remember: to get the best outcome in any interaction it's best to treat others how <u>they wish to be treated.</u>

Step one: reflect on your own style
Do you always communicate in a balanced way – the aim – or are there situations where the balance shifts? What triggers you to shift into a **heavy technical approach**? When you're busy and stressed, or perhaps when you're delegating tasks?

On the other hand, are there situations when you fall into a habit of going into a **heavy people approach**? When you're asking a favour, or not confident on your technical abilities?

Use this <u>P/T self-assessment sheet.</u> to help you reflect on how you deliver service. Once you're aware of your own triggers, plan how you'll approach these situations differently next time.

Step two: observe the preferences of others in your team or the people you interact with
Do they enjoy small talk and chatting about their personal lives? Do they respond better when you enquire about their day, or do they prefer that you get straight to the point?

Remember, there is always time to offer a greeting, use their name and end a situation with a 'fond farewell' to round out the 'people' balance.

Step three: have a discussion in one of your team meetings
Do a quick recap with your team about why it's so important to get the P/T balance right.
* Share what you've observed about yourself and in what situations does your balance shift? What impact might this be having on others around you?

* Ask others to share what they value on the people side.

* Ask if anyone has an example of when their balance shifts

* Make a commitment as a team to be mindful of other people's preferences so you're treating others as <u>they</u> wish to be treated.