

Communication with Email and on the Phone



Note: Stylistic differences may occur based on professional standards, requirements or company policies.

	MOTIVATOR	INVESTIGATOR	NURTURER	DIRECTOR
SENDING AN EMAIL	Looks like <i>War and Peace</i> Novel. Most important information at the end.	Very succinct with one or two sentences. Typically without salutations.	Very pleasant with warm greetings. Clear and easy to understand.	No salutations or greetings. Very authoritative and giving orders.
REPLYING TO AN EMAIL	Response may not include relevant answers.	Concise and hard to decipher. They may be requesting more information.	Very well thought-out and considerate.	Only responds when they feel it's worthy.
ANSWERING THE PHONE	Upbeat with melodic tone. Casual "Hello" that is symbolic of signing.	Professional and rigid. "This is Tom speaking, how may I help you?"	Polite and courteous. "Hello this is Mary, thank you for calling."	Commanding and brief. "Yeah" or "Bob Here".
VOICEMAIL GREETING AND MESSAGE	Fast-paced and happy. Long-winded and rambling.	Standard greeting or message. Neutral and mono-tone.	Pleasant and likely to apologize for missing call or bothering you.	Default to original setting is not personalized. Message gives no information "Call Me".