

PERSONALITY MATRIX

GENERAL CHARACTERISTICS

Controls
FORMAL

“CONTROLLER”

- Swift reaction, restless
- Likes power, being in control
- Minimum concern for caution in relationships
- Deals with the present
- Outspoken
- Decisive, tends to reject inaction
- Respects individual initiative
- Decision maker
- **Theme:** Notice my accomplishment

“ANALYTICAL”

- Tends to be cautious
- Very precise and neat
- Minimum concern for relationships
- Tends to reject change
- Has a serious nature
- Tends to reject involvement
- Works well alone
- Problem solver
- **Theme:** Notice my efficiency

Tells
DOMINANT

Asks
FLOWS-WITH

“PROMOTER”

- Rapid reaction, likes change
- Talkative, expressive
- Dramatic, showy
- Likes to deal with the future
- Impulsive action
- Involved, tends to reject isolation
- Energetic, enthusiastic
- Likes working with others in active environments
- **Theme:** Notice me

“SUPPORTER”

- Tends to be very thorough
- Likes appreciation
- Minimum concern for causing or effecting change
- Loyal, builds relationships
- Tends to support
- Patient, considerate
- Team player
- **Theme:** Notice how well-liked I am

Shows
INFORMAL

HOW TO WORK WITH PEOPLE

How to work with people in different quadrants for my Mannatech business:

Why do we do this? Because if you become effective in meeting people where they are, using their communication style, you will gain their trust and confidence more quickly.

CONTROLLER

You need to:

- Be confident (they do not like wimpy people)
- Keep relationship very professional
- Never try to be "right" i.e. dominate the conversation
- Recognize them for their ideas and where they are

In presenting the Mannatech story:

- They love Kiyosaki... stop exchanging time for money, time is money and let's leverage others
- You are your own boss (they are in control)
- Book "The New professional"
- Persistence pays off
- Reveal why Mannatech is #1

ANALYST

You need to:

- Be very organized, detail oriented
- If you do not know the exact answer, never make one up
- Integrity is crucial

In presenting the Mannatech story:

- Comp plan down pat or materials to let them understand it
- Integrity of the company
- Financials of the company, ranking with *Forbes* and *Business Week*

PROMOTER

You need to:

- Be relaxed and joyful
- Make the time fun
- Give them center stage
- Talk about creative stuff, dreams, ideas
- Be entertaining

In presenting the Mannatech story:

- Talk about fun projects
- Mannafest conventions
- Parties
- The incentives and how wild and crazy they are
- Money, more money, and time freedom*

SUPPORTER

You need to:

- Be a great listener
- Show interest in their interests
- Take them out for a formal atmosphere

In presenting the Mannatech story:

- Talk about team and support
- M5M Foundation
- Loving other people and contribution
- Incredible relationships we build
- Loyalty to each other
- Working crossline with incredible fun

*Building a business takes time and a lot of hard work. All commissions and bonuses are earned through the sale of Mannatech products. Mannatech does not guarantee the amount of income or incentive rewards, if any, that an Associate participating in the Mannatech business will generate. As with any business, each Associate's business results may vary and will be based on, among other factors, the Associate's effort and skill, the customer base available to him or her, and the time devoted to the business.