

# Controller

*A Controller is detail-oriented and conservative, with a preference for high quality and technical expertise.*

## NEEDS:

Autonomy in problem solving

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Room for introspection

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Opportunities to work at a fast pace

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Understanding of rules and regulations

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## BEHAVIORS:

Autonomous

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Matter-of-fact

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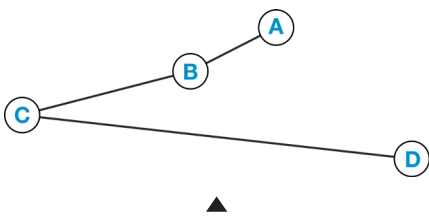
Impatient

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Precise

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Average Behavioral Pattern



## Signature work styles:

### Communication

- Factual, straightforward
- Thinks before speaking

### Delegation

- Very tight delegation
- Controls closely and critically

### Decision making

- Makes decisions firmly and quickly if they can follow “the book”
- Ingenuity in problem-solving in areas within own specialty

### Action & risk

- Avoids risk
- Conservative

## Strengths:

- Builds structure and has respect for the plan
- Anticipates problems
- Proactive and results-oriented

## Common traps:

- Can have difficulty delegating authority
- Resistant to change if it feels too brusque
- Likely to feel uncomfortable in ambiguous situations

## How to work well with them:

- Give them specifics; Controllers want to know what they’re talking about.
- Since Controllers like to do things by the book, provide them with a clear definition of responsibilities and authority.
- Stay on track and on time; Controllers like to run a tight ship.