Communicating Effectively
Module Overview

Purpose

- To add information and skills on effective communication to your knowledge base
- To understand one’s own communication styles
- To gain insight on how to adapt one’s communication style for a particular audience

Main Topics

I. Communication
II. Strategic Communication Model
III. Interpersonal Communication
IV. Adapting Your Communication Style and Strategies
V. Exploring Your Communication Style
VI. Reviewing Your Communication Style
Communication

The Strategic Communication Model

- Acknowledge emotion
- Encourage
- Acknowledge Ideas
- Question
- Inform
- Direct
- Critical Feedback
Interpersonal Communication

**Purpose:** To introduce the elements of communication

**Activity:**
1. Form Pairs
2. One person will be the speaker; the other person will be the listener
3. The listener will attempt to draw the object and guess what it is based on the description
4. Class debrief

**Limit:** 10 minutes – activity
10 minutes - discussion
Communication Style Assessment
Straight Talk

Objectives:

• To understand your behavioral tendencies at work and begin to understand how your style may affect others

• To understand, respect, appreciate, and value individual differences

• To develop strategies for flexing your communication style and working more productively with others

Straight Talk is a suite of skills that raises the quality of communication for both people and teams. Straight Talk focuses on styles of communicating. Research has shown that people have four different ways of seeing the world and thus four different ways of communicating and relating. Each style has its own approach to leadership, problem solving, decision making, management, and conflict resolution. Armed with an understanding of these styles, people can improve their interactions very quickly.
Directors
Dictator / Initiator / Explorer / Persuader

- Get the job done!
- Efficient
- Talks about ACTION
- Quick to make decisions
- Doer vs. listener
- Focused on goals
- Bottom-line oriented
- Risk-taker
- May appear insensitive

Expressors
Charmer / Entertainer / Diplomat / Socializer

- Express themselves
- Talk about IDEAS
- Talkers
- Animated, gesture
- Entertaining
- Simultaneous ideas
- Think aloud
- Take chances
- Sensitive to others
- Difficulty focusing and listening
- May be dis-organized
Communicating Effectively

**Harmonizers**

Counselor / Nurturer / Pleaser / Provider

- Good listener
- Steady and dependable
- Caregivers and healers
- Speak warmly of others
- Attuned to people’s feelings

- Focused on the group
- Team Player
- Avoid conflict
- May take on too much

**Thinkers**

Investigator / Organizer / Supporter / Analyzer

- Solve problems
- Details
- Focus on “getting things done right”
- Ask a lot of questions

- Focused on problems
- Cautious
- Underestimate time
- May miss a deadline
Adapting Your Communication Style and Strategies
Builds Relationships

Strategic communicators learn to adapt their communication style based on an assessment of the communication style of the person they are communicating with. If your secondary communication style matches the other person’s communication style, adapting is relatively easy. When neither your dominant or secondary styles are a match, you will need to think more strategically on how to approach communication with the other person. Before communicating, actively consider how you can best connect with the other person’s dominant communication style.

<table>
<thead>
<tr>
<th>Speaking to Directors</th>
<th>Speaking to Expressers</th>
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<tbody>
<tr>
<td>- Avoid “small talk”; adopt a serious tone</td>
<td>- Ask questions about the Expresser’s ideas</td>
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<tr>
<td>- Avoid details; give information focused on the results or the “bottom-line”</td>
<td>- Show that you understand their feelings and talk about your own feelings</td>
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<td>- Keep conversations, meetings, e-mails and other communication succinct</td>
<td>- Let yourself “think aloud” and build off the Expresser’s creative ideas</td>
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<td>- Assert your own ideas and be willing to argue for your position</td>
<td>- Use gestures, vocal pitch and volume to show your enthusiasm</td>
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<td>- Don’t wait for them to invite feedback</td>
<td>- Allow time for Expressers to have fun with their ideas</td>
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<td>- Don’t misinterpret a Director’s abruptness as a sign of disrespect or disinterest</td>
<td>- Don’t be offended by interruptions</td>
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<table>
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<tr>
<th>Speaking to Thinkers</th>
<th>Speaking to Harmonizers</th>
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<tbody>
<tr>
<td>- Be precise in giving information</td>
<td>- Slow the pace of the conversation and speak calmly and quietly</td>
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<td>- Focus on using data and logical analysis to solve problems</td>
<td>- Make Harmonizers feel comfortable by engaging in some “small talk”</td>
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<td>- Take time to review each point carefully</td>
<td>- Ask questions to encourage them to express thoughts and feelings</td>
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<td>- Ask questions and solicit advice</td>
<td>- Avoid talking about conflicts, expressing negative comments or saying “no”</td>
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<td>- Keep a moderate tone and body language</td>
<td>- Don’t misinterpret a Harmonizer’s silence as disinterest or incompetence</td>
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<tr>
<td>- Allow Thinkers to pause and even be silent</td>
<td>- Don’t be offended by the Thinker’s questions about details and support</td>
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Exploring Your Communication Style

Purpose
To learn more about your communication style with others of similar style and to share your findings with the class.

Agenda
1) Divide into the four quadrant groups
2) Complete Reviewing My Communication Style questions 1-4 on the next page
3) Discuss your strengths as a communicator
4) Summarize your groups’ top five
5) Discuss how you can “flex” to communicate more effectively with the other quadrants (refer to page 7 for suggestions):
6) Report to large group

Limit
40 minutes
Reviewing Your Communication Style

1. Record three of your strengths as a supervisor and how they help you on your job.

2. Record one or two of your limitations as a supervisor and how they hinder your job effectiveness.

3. Record two or three things that motivate you at work.

4. Record one thing you could do at work to be more effective.