



What's My Communication Style?

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Communication Styles:

Understanding how Style affects Relationships



Think of a situation where you missed an opportunity because of a lack of communication. What happened? How did you miscommunicate?

What communication skills could have alleviated the problem?



Define Communication:

What is it? How do you do it? What methods are used?



List things that create interference:

Strengths By Style

	 DIRECT	 SPIRITED	 CONSIDERATE	 SYSTEMATIC
Verbal	<ul style="list-style-type: none"> decisive direct speech doesn't stop to say hello 	<ul style="list-style-type: none"> generalizes persuasive expresses opinions readily 	<ul style="list-style-type: none"> listens close, personal language supportive language 	<ul style="list-style-type: none"> precise language avoids emotions focuses on specific details
Paraverbal	<ul style="list-style-type: none"> speaks quickly loud tones formal speech 	<ul style="list-style-type: none"> loud tones animated lots of voice inflection 	<ul style="list-style-type: none"> speaks slowly soft tones patient speech 	<ul style="list-style-type: none"> even delivery brief speech little vocal variety
Body Language	<ul style="list-style-type: none"> direct eye contact bold visual appearance firm handshake 	<ul style="list-style-type: none"> quick actions lots of body movement enthusiastic handshake 	<ul style="list-style-type: none"> slow movement tactile gentle handshake 	<ul style="list-style-type: none"> poker face avoids touching controlled movement
Personal Space	<ul style="list-style-type: none"> keeps physical distance work space suggests power displays planning calendars in work space 	<ul style="list-style-type: none"> cluttered workspace personal slogans in office likes close physical space 	<ul style="list-style-type: none"> family pictures in workspace likes side-by-side seating carries sentimental items 	<ul style="list-style-type: none"> a strong sense of personal space charts, graphs in office prefers an organized desktop

When communicating with a DIRECT style:

- ~ Be clear, specific, brief and to the point.
- ~ Stick to business.
- ~ Be prepared to support your ideas and work.

Factors that will create tension or dissatisfaction:

- ~ Talking about things that are not relevant to the task or issue.
- ~ Being unprepared or incomplete. Avoiding or beating around the bush.
- ~ Appearing unsure or disorganized, but not asking for help.

When communicating with a SYSTEMATIC style:

- ~ Prepare your “case” in advance. Be prepared for a debate.
- ~ Stick to business.
- ~ Be accurate and realistic.

Factors that will create tension or dissatisfaction:

- ~ Being giddy, casual, informal, emotional or loud.
- ~ Pushing too hard for results or being unrealistic with deadlines.
- ~ Being disorganized or messy.

When communicating with a SPIRITED style:

- ~ Provide a warm and friendly environment. Do little things to show your care.
- ~ Don't deal with a lot of details (put them in writing).
- ~ Ask “feeling” questions to draw their opinions or comments.

Factors that will create tension or dissatisfaction:

- ~ Being curt or cold. Cutting them off if they have something to say.
- ~ Controlling the conversation. Not allowing them to talk and express.
- ~ Focusing on facts and figures.

When communicating with a CONSIDERATE style:

- ~ Begin with a personal comment--break the ice.
- ~ Present your case smoothly, non-threateningly.
- ~ Ask "how?" questions to draw their opinions.

Factors that will create tension or dissatisfaction:

- ~ Rushing headlong into business. Creating tension.
- ~ Being domineering or demanding.
- ~ Forcing them to respond quickly to your ideas. Demanding change.

	 DIRECT	 SPIRITED	 CONSIDERATE	 SYSTEMATIC
Talking	■ Gets to the point	■ Tells good stories	■ Doesn't offer opinions	■ Precise
Listening	■ Poor listener	■ Doesn't hear details	■ Sympathetic listener	■ Seeks facts
Handshake	■ Firm	■ Enthusiastic	■ Gentle	■ Brief
Personal Space	■ Maintains distance	■ Likes to be close	■ Tactile	■ Avoids touching
Movement	■ Bold	■ Quick	■ Slow	■ Controlled
Workspace	■ Suggests power	■ Cluttered	■ Displays photos	■ Organized

Can you Read Style? Practice identifying the likely style of a friend or co-worker:

Their Style:

Caution: Reading Style is not foolproof! We all exhibit behaviors of multiple styles, so be cautious not to make assumptions and use labels inappropriately!

Flexing My Style

My Style is:

When communicating with each style, I need to:

- ▶ Direct

- ▶ Systematic

- ▶ Spirited

- ▶ Considerate

Style In Email

1: _____

Subject: Great idea!

Hi Sam,

I was talking to Frank in shipping and he mentioned that their budget proposal was accepted as submitted, without any reductions. I think we can swipe some great ideas from them. Stop by my office and we'll discuss. Thanks for your help with this!

John

2: _____

Subject: Budget Reformat

Sam, as I reviewed the budget proposal, several thoughts came to mind:

- Highlight positive aspect of each option
- Minimize duplication of information
- Copy last year's format to save time

Let me know if you can more ahead, or if you need additional information

Thanks

Sue

3: _____

Subject: What do you think?

Hi Sam, How's it going? I was working on revising the budget proposal and thought we might want to emphasize the positive aspects of the various options more. I can work on some different formats if you think it's a good idea. Let me know your thoughts.

Thank you so much!

Jim

4: _____

Subject: Budget Reformat

We need to reformat the budget options to highlight the positive aspects of each and minimize duplication of information. See what I did in last year's proposal for direction. Budget is due on Friday. Let me know if you have any questions.

Communication Style Personal Reflection

1. What are the positive aspects of your communication style?
2. List some examples of how your strengths have benefited you in your communication at work.
3. What can you do to strengthen these characteristics?
4. What the aspects of your dominant style that may be potential trouble spots?
5. What can you do to control or avoid those potential trouble spots?
6. Which communication styles do you communicate with most effectively?
7. Which communication styles do you communicate with least effectively?
8. What specific challenges do you face in your everyday interactions?
9. What can you do to overcome these challenges now that you understand the importance of communication style?