Talk is Cheap/Communication is Priceless
Improving Communication Skills

- Welcome and overview
- Communication styles
- Basic Principles of Communication
- Practice communication skills
Communication Skills

- **Goals:**
  - Recognize how we communicate
  - Improve communication skills

- **Key Learning Points**
  - How well do you communicate
  - Understanding your strengths
  - Basic principles of communication
  - Ways to improve communication skills
Origami Exercise

1. Use your 8 x11 size sheet of paper
2. We are going to do an exercise to prove some facts about communication.
3. Hold your paper and close your eyes
4. Instructions
   - Fold your sheet of paper in half
   - Tear off the upper left hand corner
   - Fold in half once more and tear off the upper right hand corner
   - Fold in half again and tear off the lower left hand corner
   - Open eyes and see all the papers
If It Is True That:

1. We are motivated by our basic personality and behavior
2. This has a direct influence on how we communicate
3. We can behave in the following communication modes:
   DRIVER: Assertive/Aggressive/Passive aggressive
   EXPRESSIVE: Strong viewpoints, Excited, Withdraw or take control
   AMIABLE: Friendly, Passive, possessive of information
   ANALYTICAL: Highly detailed, documents everything, goes on too long
4. Different requirements in our environment assist us to adapt and change behavior

THEN:
It is critical to understand our communication style!
<table>
<thead>
<tr>
<th></th>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Confronts the issue</td>
<td>Enthusiastic</td>
<td>Composed</td>
<td>Focused</td>
</tr>
<tr>
<td>2</td>
<td>Will take a chance</td>
<td>Stimulating</td>
<td>Reserved</td>
<td>Rational</td>
</tr>
<tr>
<td>3</td>
<td>Spur of the moment</td>
<td>Extraverted</td>
<td>Careful</td>
<td>Levelheaded</td>
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<tr>
<td>4</td>
<td>Decisive</td>
<td>Persuasive</td>
<td>Weighs issues</td>
<td>Diligent</td>
</tr>
<tr>
<td>5</td>
<td>Competitive</td>
<td>Sympathetic</td>
<td>Flexible</td>
<td>Rational</td>
</tr>
<tr>
<td>6</td>
<td>Independent</td>
<td>Demonstrative</td>
<td>Needs others</td>
<td>Orderly</td>
</tr>
<tr>
<td>7</td>
<td>Directs others</td>
<td>Animated</td>
<td>Asks</td>
<td>Thoughtful</td>
</tr>
<tr>
<td>8</td>
<td>Wants quick results</td>
<td>Good-natured</td>
<td>Consistent</td>
<td>Conventional</td>
</tr>
<tr>
<td>9</td>
<td>Takes control</td>
<td>Sociable</td>
<td>Works with others</td>
<td>Documents everything</td>
</tr>
<tr>
<td>10</td>
<td>Will fight for</td>
<td>Gregarious</td>
<td>Will defend</td>
<td>Efficient</td>
</tr>
<tr>
<td>11</td>
<td>Confident</td>
<td>Excitable</td>
<td>Accepting</td>
<td>Relies on data</td>
</tr>
<tr>
<td>12</td>
<td>Dominant</td>
<td>Talkative</td>
<td>Moderate</td>
<td>Consistent</td>
</tr>
<tr>
<td>13</td>
<td>Convincing</td>
<td>Creative</td>
<td>Open minded</td>
<td>Pensive</td>
</tr>
<tr>
<td>14</td>
<td>Insistent</td>
<td>Helpful</td>
<td>sensitive</td>
<td>Exact</td>
</tr>
</tbody>
</table>
Communication Skills Inventory

- Read the 4 words across each of the 15 LINES
- Circle 2 of the choices on each line that best suits you.
- You may believe all or most describe you but choose the best two. Your first thoughts are usually the best choice
- Count the circled words in each COLUMN and put the total in the space provided.
- Your largest two numbers reflect your dominant communication style
What are your 2 Highest Scores
This a quick way to better determine where your communication style

• A. is a Directive/driver style
• B. is Expressive
• C. is Amiable
• D. is Analytical
Communication Styles

DRIVER/DIRECTIVE
EXPRESSIVE/Demonstrative
AMIABLE/Collaborating
ANALYTICAL/Thinking
DRIVER: Tendencies When Communicating

- High Ego Strength
- Strong-Willed
- Decisive
- Efficient
- Desires Change
- Competitive
- Independent
- Practical

When not careful in communication, can be seen as:

Pushy, Impatient, Domineering, Attacks First, Passive Aggressive
Driver Characteristics

▪ “I know what I want and I go after it”
▪ Likes to get quick results
▪ Tends to make decisions fast
▪ Often is adventurous, even daring
▪ Competitive, “On the move”
▪ May question how things are done

PREFERENCES

▪ “I enjoy taking charge of situations”
▪ “I like new challenges that are a real test to me
▪ Wants opportunities for accomplishment and to advance
▪ Likes different and new activities
EXPRESSIVE: Influence/Talkative

- Enthusiastic
- Optimistic
- Persuasive
- Animated
- Talkative
- People-Oriented
- Stimulating
- Emotional

When Overused In Communication Can Be Seen As:

Tries to sell ideas when should stop, Undisciplined, Manipulative, Excitable, Reactive
EXPRESSOR Characteristics

CHARACTERISTICS

- I make new friends easily, even with strangers
- Tends to be warm, trusts others
- Open about their own feelings
- Wants to impress others and be included
- Enthusiastic, talkative, social

PREFERENCES

- I like to be recognized by others
- I like entertaining people
- Enjoys the freedom to be himself or herself
- Likes to be informal and relaxed when working with others
AMIABLE: Stability /Supportive

- Dependable
- Agreeable
- Supportive
- Accepts Change Slowly
- Contented
- Calm
- Amiable
- Reserved

When Overused in Communication Can Be Seen As:

Possessive of information, May withhold information (tends not to share), Can be a communication roadblock
CHARACTERISTICS

▪ “I like to know what others expect and how to do those things”
▪ Tends to be more low-key and easy-going
▪ Finds it easy to get along with different kinds of people
▪ Likes to do things in a consistent and predictable way
▪ More comfortable listening instead of talking or telling people what to do

PREFERENCES

▪ “I like it when things go smoothly and there is not a lot of change”
▪ “I enjoy working with others on projects and being part of a team
▪ Likes known methods and doing things in a defined way
▪ Likes sincere praise from others, including quiet recognition and appreciation
ANALYTICAL Tendencies

- Perfectionist
- Sensitive
- Accurate
- Persistent
- Serious
- Needs More Information
- Orderly
- Cautious

When Overused In Communication Can Be Seen As:

Too detailed, Tends to write long memos, Wants to document as much as possible, Wants to protect his/her position, Prefers to put it in writing.
ANALYTICAL

CHARACTERISTICS

▪ “I need to be orderly and plan ahead”
▪ Makes few mistakes
▪ Tends to work quietly and not attract attention
▪ Uses indirect ways to settle conflicts or disagreements
▪ Competitive, “on the move”
▪ May criticize the quality of work—their own or others

PREFERENCES

▪ “I prefer to be careful and quiet when I am with new people”
▪ “I like it when I can work on things that are important to me and not be interrupted”
▪ Likes to know that standards will not be changed or forgotten
▪ Wants to show expertise and gain recognition for skills and accomplishments
EXERCISE

Do you recognize your behavioral style?

Break up into 4 groups

DIRECTOR, EXPRESSIVE, AMIABLE, ANALYTICAL

Which style do you have the most difficulty communicating with and why?

20 minutes in group
10 minutes to share with the group – select presenter
video
“THE PROBLEM WITH COMMUNICATION IS THE ILLUSION THAT IT HAS OCCURRED”

George Bernard Shaw
1. COMMUNICATION IS A TWO WAY PROCESS
   - Connect with your audience

2. LISTEN AND UNDERSTAND
   - Get appropriate feedback

3. COMMUNICATION IS MORE THAN THE WORDS
   - Pay attention to body language and non verbals

4. MIXED MESSAGES
   - Interpret other people’s messages

5. OPEN AND CLOSED QUESTIONS
   - When should they be used

6. RESPECT
   - Don’t ignore others needs and rights
Ask Me Questions to understand

Last week something happened that really upset me
TWO WAY PROCESS

1. ADDRESS YOUR DIFFERENT NEEDS

2. DECIDE WHAT OUTCOME YOU WANT

3. PLAN YOUR MESSAGE AND THE MEDIUM FOR THE MESSAGE

4. GET APPROPRIATE FEEDBACK

REMEMBER: Just sending out information is NOT communication
LISTEN AND UNDERSTAND

• Use language that is familiar to your listener
• Not the time to show off big words or how knowledgeable you are
• Listen to the complete message
• Demonstrate interest and alertness by eye contact, posture and facial expression
• Direct your attention to the message and not the messenger
• Weigh emotionally charged language
• Ask open ended questions
REMEMBER: COMMUNICATION IS MORE THAN THE WORDS

• Interpret other people’s messages
• Note body language
• Pay attention to the words being used
• The tone of voice
• Be aware of the receptivity of the message
Listening exercise

• Break into pairs

• One person be person A and one person be B
MIXED MESSAGES

• A communication that sends conflicting information, verbally and non-verbally

• The words conflict with what was said or what was done or body language

• Share your confusion when words don’t match words, words don’t match the behavior, words don’t match body language
Mixed Message Exercise

• Break into pairs

• Each person will say “Hey it’s great to see you”
RESPECT

• Just because someone doesn’t agree with us doesn’t make them wrong

• With respect we can make progress towards cooperation, agreement, and a good outcome
• Watch your thoughts, they become words
• Watch your words, they become actions
• Watch your actions, they become habits
• Watch your habits, they become your character
• Watch your character, it becomes your destiny

Credited to Frank Outlaw