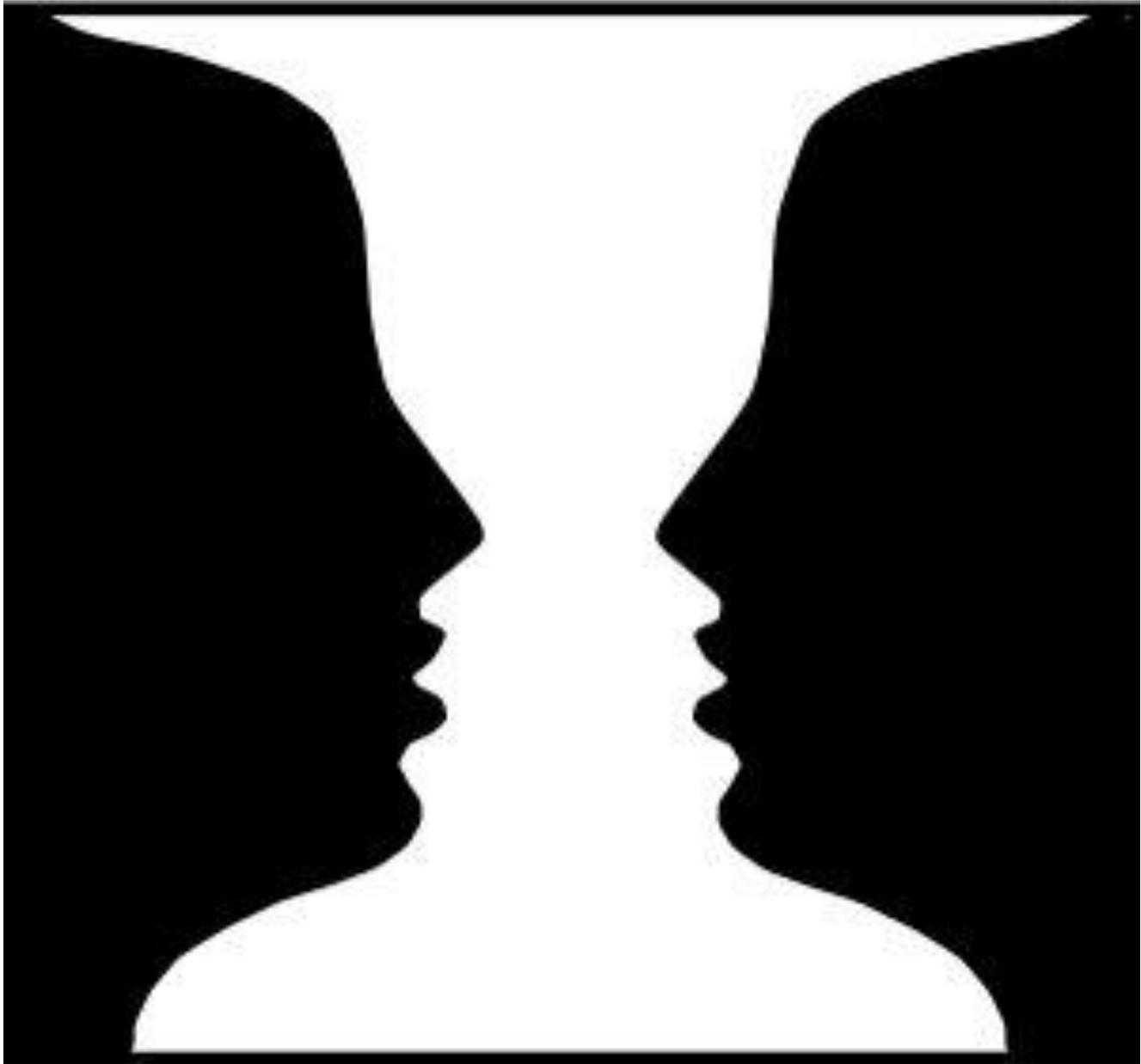


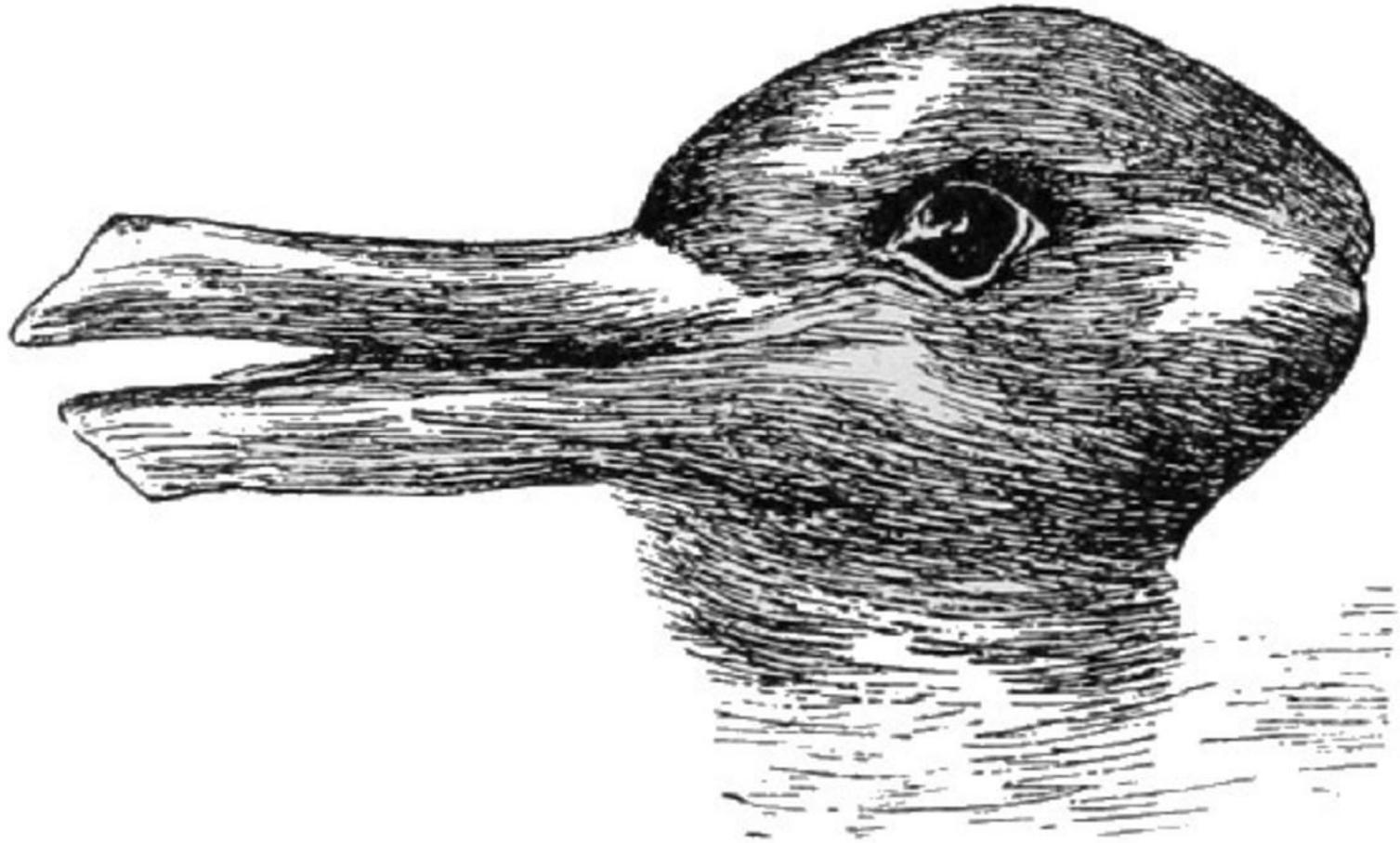
Communicating with Style

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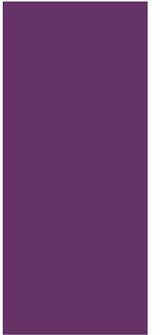






Five Reasons We Don't Listen or May Misunderstand a Message

- Distracted (Electronics? Multitasking?)
- Message Unclear or Interference
- Message Uncomfortable or Unpleasant
- **Prejudgement of the message**
- **Prejudgement of the messenger**





Problem: Self-Evaluation Bias

Causes us to misinterpret the actions of others and attribute motives that are inaccurate



Problem: Self-Evaluation Bias

Attribute communication problems to their personality or “character” rather than circumstances or behavioral style.



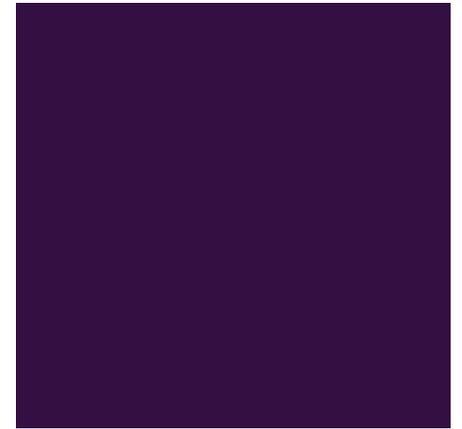
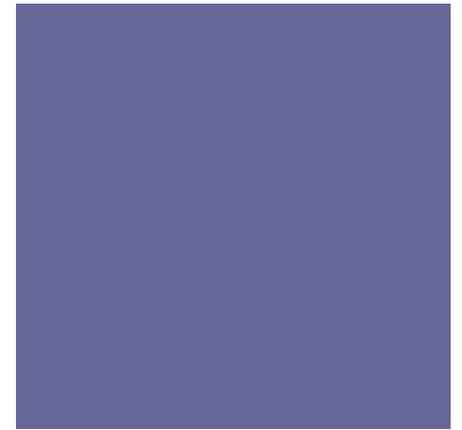
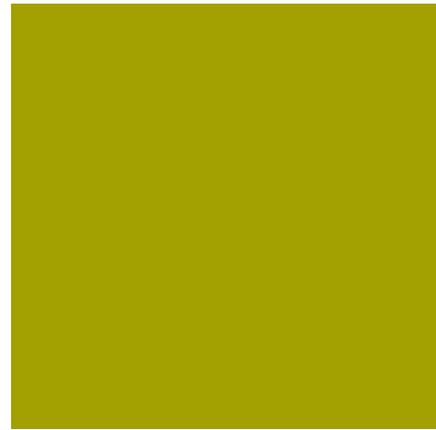
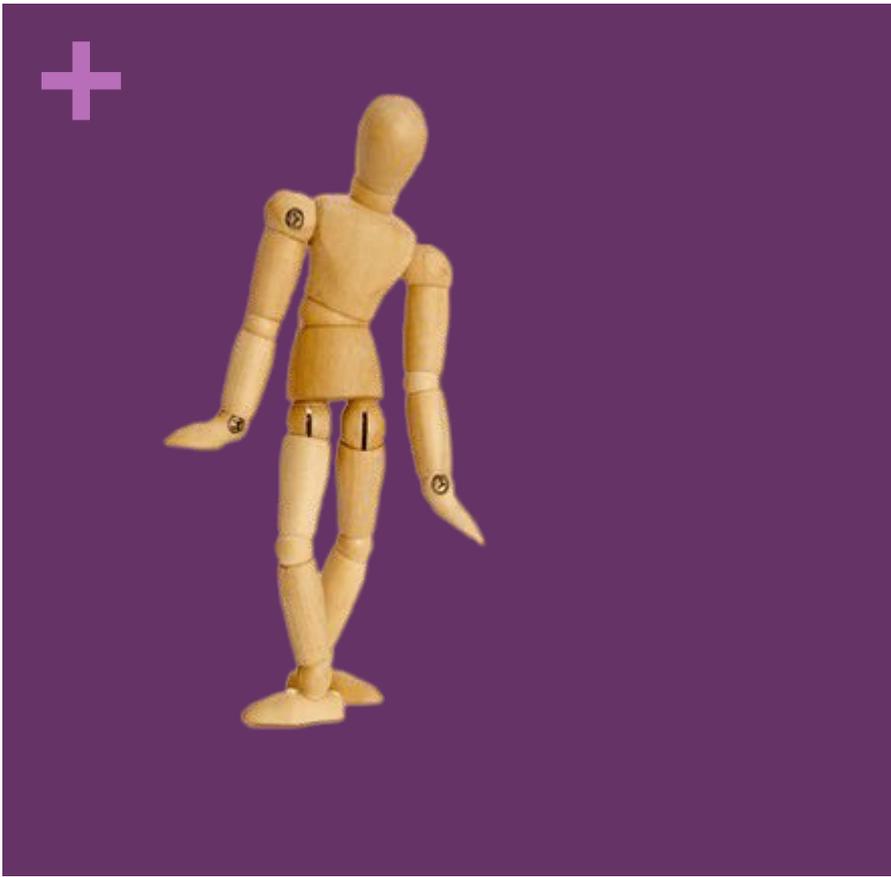
Problem: Self-Evaluation Bias

Causes us to see ourselves inaccurately, less awareness of how we come across to others



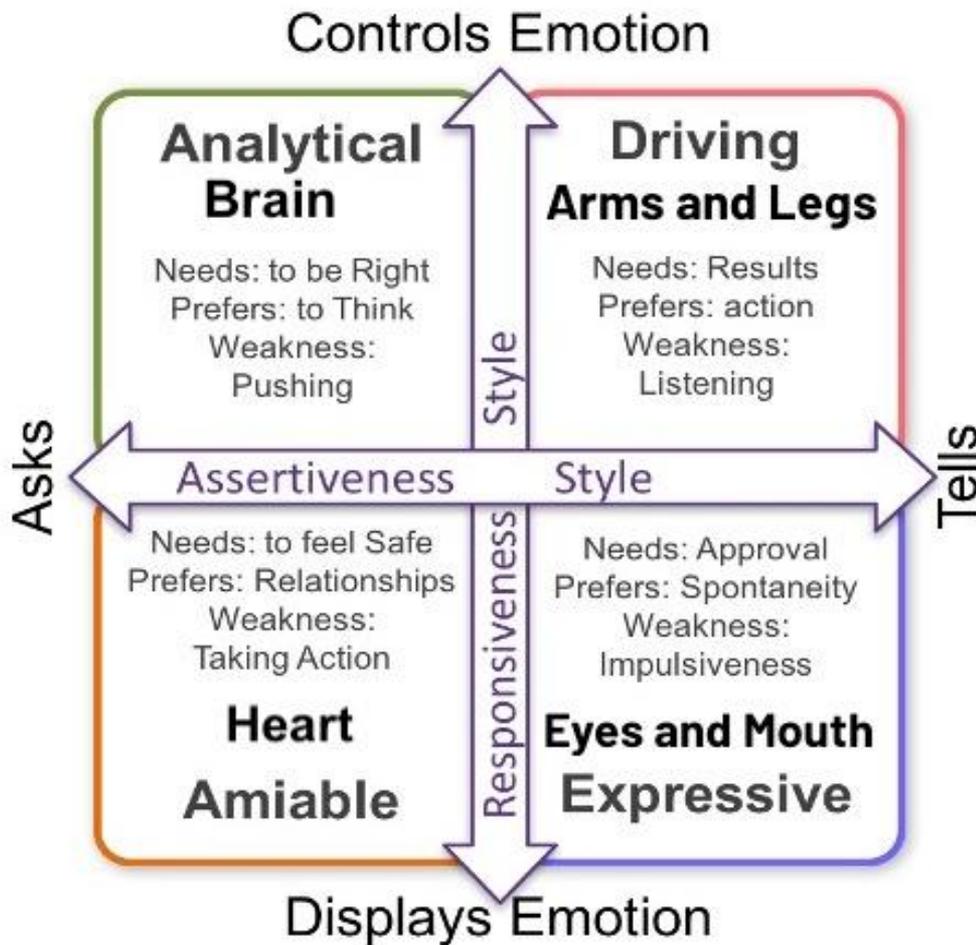
Objective: Overcoming Self-Evaluation Bias

- Become more aware of your own tendencies and behaviors
- Learn to Identify tendencies of others
- Use style awareness for more effective in interactions with others



Communication Styles

How Your Style Is Determined



Recognizing Styles

- Circle all the descriptors that apply to you and total them for each column X 2
- Use the grid which plots need to influence vs. relational responsiveness and task orientation.
- Each quartile in the grid represents levels of intensity

Chart your own results:

	0-10		10-20		20-30		30-40	
E: Expressive (Eyes/Mouth)	■	■						
D: Driver/ Controller (Arms/leg)	■	■	■					
S: Stabilizer/ Amiable (Heart)	■	■	■	■	■			
A: Analytical (Brain)	■	■						



Basic Concepts:



- Primary style: the favorite (default under stress)
- Back up: style used sometimes
- Range of all 4 styles in every person
- Learn to “flex” our own style to meet or understand the communication needs of others whose styles are different



Who came up with this idea? Does it work?

- Developed by Wilson Learning
- Used by training companies: Tracom
- Used by relationship counselors: Trent & Smalley
- Independent research studies show preference for this model over Myers-Briggs or DISC
- Easy to understand and apply



I

D



Otter (25%)

Lion (10%)

INTERACTIVE

Expressive
Loses Focus
on Task
Impulsive
Persuasive

DECISIVE

Drivers
Results-Oriented
Overlooks Details
Can Hurt Feelings

Golden Retriever (40%)

Beaver (25%)

STABILIZING

Dislikes Conflict
Team Player
Understanding
Amiable

CAUTIOUS

Can Seem Rigid
Loves Detail
Resistant to
Change
Analytical

WHY

HOW



S

C



slido



What is your Primary Style

① Start presenting to display the poll results on this slide.

Take a few minutes to read the descriptors in your packet.

1. Underline descriptions of yourself that are accurate
2. Read through the others and star the ones that can cause tension





Turn

TALK

and



The balcony is the unique value that a your style has to offer—
It's you at your very best.



The basement is the shadow side or potential negative impact or often a misperception of that style by others.

Balconies and Basements

- Every Style has great potential—a balcony
- Every Style has potential for vulnerability or barrier label/misperception—a basement
- **None of us gets a pass to be difficult or challenging to others because of our style**





STYLE	DRIVER	EXPRESSIVE	AMIABLE	ANALYTICAL
PACE	<i>Fast/Decisive</i>	<i>Fast/Spontaneous</i>	<i>Slower/Relaxed</i>	<i>Slower/Systematic</i>
PRIORITY	<i>Goal</i>	<i>People</i>	<i>Relationship</i>	<i>Task</i>
MOTIVATED BY	<i>Results Control</i>	<i>Participation Praise and encouragement</i>	<i>Acceptance Security</i>	<i>Accuracy Precision</i>
STRENGTHS	<i>Challenges Leadership Setting and driving high standards</i>	<i>Persuading Motivating Entertaining High energy</i>	<i>Listening Teamwork Follow-through Supporting others</i>	<i>Following the rules Logistics Planning, creating systems and structures</i>
GROWTH AREAS	<i>Impatient Insensitive to others Poor listener</i>	<i>Inattentive to detail Short attention span Low follow-through</i>	<i>Oversensitive Slow to begin Lacks global perspective</i>	<i>Perfectionists Critical Unresponsive</i>
FEARS	<i>Not having control Having to completely trust others</i>	<i>Loss of social recognition</i>	<i>Sudden changes Instability</i>	<i>Personal criticism of their performance or technique</i>
IRRITATIONS	<i>Inefficiency Indecision</i>	<i>Routines Complexity</i>	<i>Insensitivity Impatience</i>	<i>Disorganization Informality</i>
UNDER STRESS MAY BECOME	<i>Dictatorial Critical</i>	<i>Sarcastic Superficial</i>	<i>Passive Indecisive</i>	<i>Withdrawn Stubborn</i>
GAINS SECURITY THROUGH	<i>Control Leadership</i>	<i>Recognition Others' approval</i>	<i>Friendship Cooperation</i>	<i>Preparation Thoroughness</i>
MEASURES PERSONAL WORTH BY	<i>Impact or results Track record and progress</i>	<i>Acknowledgments Applause Compliments</i>	<i>Depth of contribution Compatibility with others</i>	<i>Precision Accuracy Quality of results</i>
IDEAL SPORTING ENVIRONMENT	<i>Efficient Busy, fast paced Structured</i>	<i>Interacting Busy, big picture Personal</i>	<i>Friendly Functional Personal</i>	<i>Formal procedures Detailed Structured</i>



Pace and Priority through actions and words

- How fast are decisions made?
- How competitive? Assertive?
- Slow moving or fast moving?
- How much feeling is shown in the communication?



What is the focus of the communication?

- Questions or statements?
- People or tasks?
- Lots of words or more listening?
- Warm greeting first or get right to the point?



Other Clues...

- Furniture, organization of work space
- Pictures, diplomas, achievements
- Types of personal items

Guess Which Style?



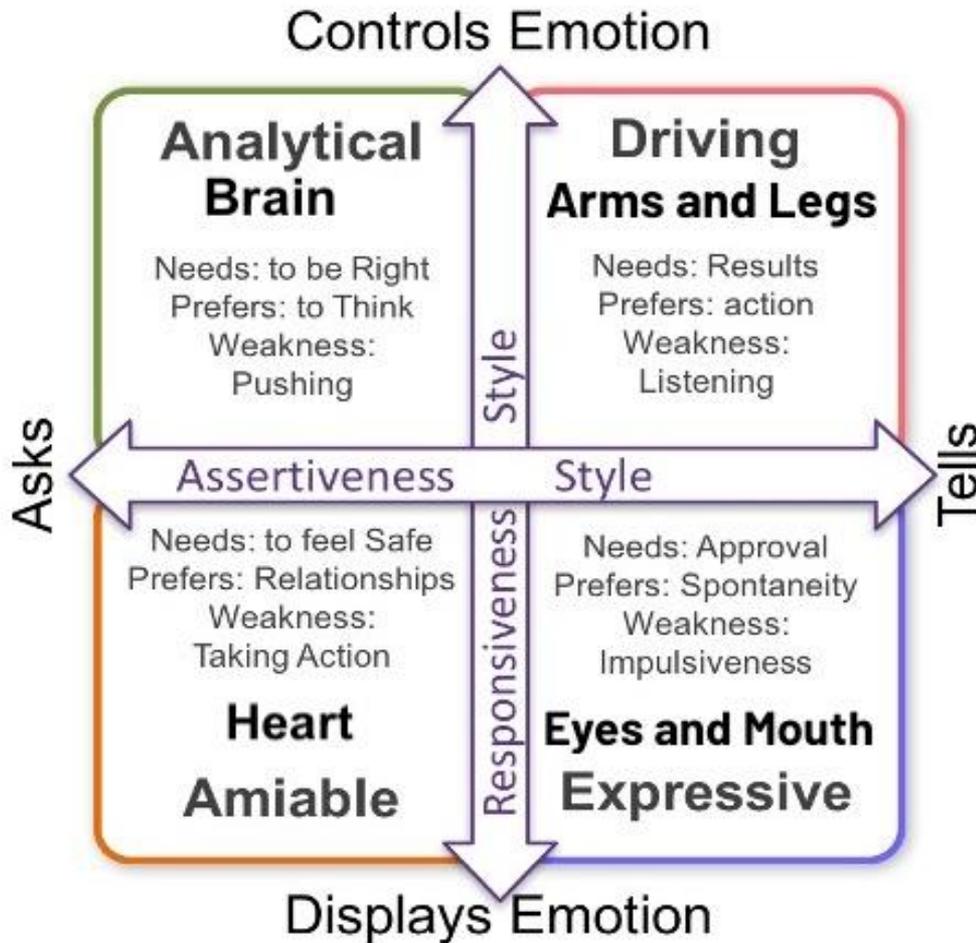


Versatility and Flexibility: Key Style Concepts

What is your ability to adjust your personal pace and priorities to improve interaction with a person of another style?



How to Flex Your Style





**To establish rapport
with different
Communication
Styles:**

- Determine your own tendency
- Determine what social style you are dealing with
- Increase or Decrease your assertiveness/Need to influence to match the other person
- Increase or Decrease your responsiveness/Task vs social orientation to match the other person.

+ Versatility: the Key to Using Styles Framework

- Mirroring and matching Impacts the thoughts, actions and feelings of others
- Communication Styles are TENDENCIES and NOT who they are
- **People will adapt and change according to the situation and their intention**

+ Versatility: the Key to Using Styles Framework

- Conflict can happen if we exclusively use our own styles
- One person can adapt and change the dynamic of a situation



High Need to Influence



**People
oriented**

**Task
oriented**



Low Need to Influence



Think of your the
people you are in
groups or work with:
Who can you put in
these blocks?





Case Study in Flexing Styles

- Your friend or co-worker always taking in terms of what they have to get done.
- Your friend or co-worker is so direct and confident that people are intimidated to talk to them.
- Your friend or co-workers is always telling some funny story, but you never get a word in or are asked how you are doing.





Case Study in Flexing Styles

Your friend or co-worker who always taking in terms of what they have to get done.

Driver: Talk in terms of what YOU are doing, match their faster pace with decisions. Ask about their work or plans.

Your friend or co-worker who is so direct, and confident that people are intimidated to talk to them.

Driver: Be direct back with a task for them to do: ask people how they are doing first before giving them orders.

Your friend or co-workers who is always telling some funny story, but you never get a word in or are asked how you are doing.

Expressive: Compliment them after their story. That's your opening.





Case Study in Flexing Styles



- Your friend or coworker always seems to see the down-side or negative, points out the problems with every decision or plan.
- Your friend or co-worker thinks you are mad at them because you walked by after lunch and didn't stop and say hi. And when stopped by to see what was up, you said you were busy and couldn't talk and they were offended.
- Your friend or co-worker is great fun to be around, but you can never depend on them with the details and follow-through on something that needs done.



Case Study in Flexing Styles



Your friend or coworker always seems to see the down-side or negative, points out the problems with every decision or plan.

Analytical: Appreciate their knowledge, ask them factual questions

Your friend or co-worker thinks you are mad at them because you walked by after lunch and didn't stop and say hi. And when stopped by to see what was up, you said you were busy and couldn't talk and they were offended.

Stabilizer/Amiable: Always say hi, they value the relationship. Know they are sensitive so deliver a "I'm busy" message carefully.



- Your friend or co-worker is great fun to be around, but you can never depend on them with the details and follow-through on something that needs done.
- Your friend or coworker is a stickler for spelling and grammar and notices every typo you make in your emails or texts and calls attention to it.
- Your friend or co-worker is super quiet in a group setting and never gives their opinion or weighs in on a decision the group is making.



Case Study in Flexing Styles



Your friend or co-worker who is great fun to be around, but you can never depend on them with the details and follow-through on something that needs done.

Expressive: You may just have to deal with it.

Your friend or coworker who is a stickler for spelling and grammar and notices every typo you make in your emails or texts and calls attention to it.

Analytical: You may have to just deal with it.

Your friend or co-worker who is super quiet in a group setting and never gives their opinion or weighs in on a decision the group is making.

Stabilizer: Ask them their opinion later and just accept they prefer not to call attention.



Case Study in Flexing Styles



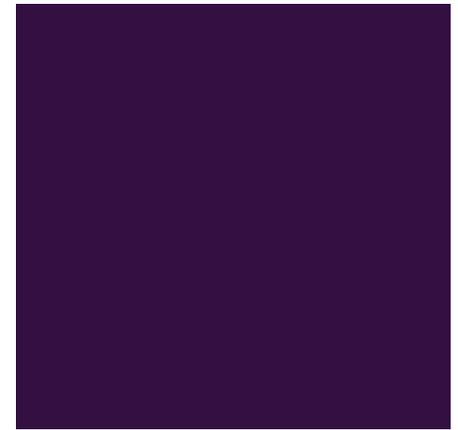
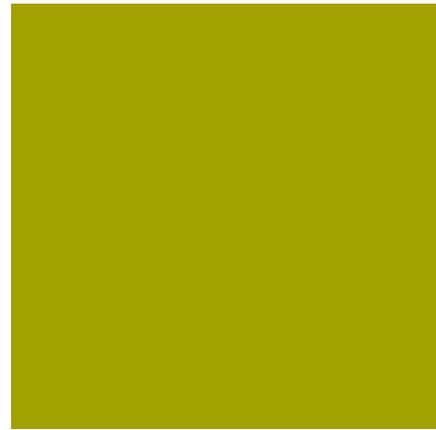
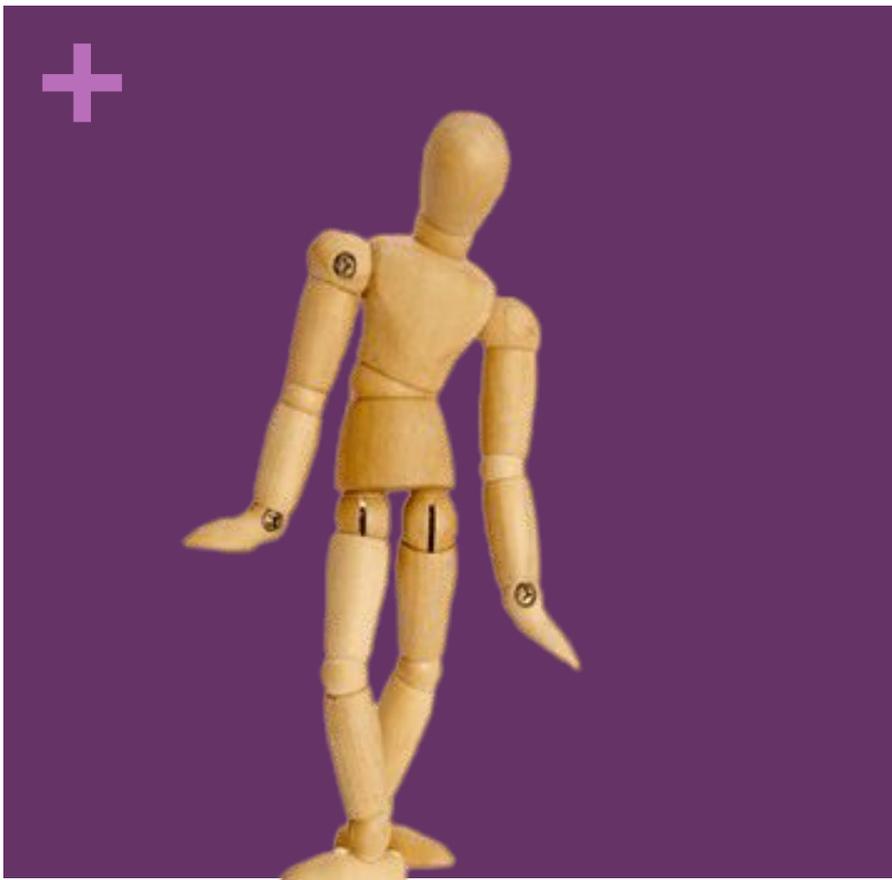
FINALLY...

Your friend or co-worker talks and walks super fast. It is hard to keep up.

Driver: You may just have to deal with it or ask them to please slow down!



Style	PACE	PRIORITY	NEEDS TO ...
PERSUADER	Fast Decision Maker	Helping People See the Big-Picture	Listen More, Follow-Through
CONTROLLER	Fast Decision Maker	Obtaining Results	Show Empathy, Slow Down
STABILZER	Slower to Take Action and Make Decisions	Nurturing Relationships	Initiate More, Act Decisively
ANALYZER	Slower to Take Action and Make Decisions	Being Accurate	Allow More Flexibility and "gray area"



“Many of the communication techniques used in trauma-informed care can be viewed as traditional, common-sense manners. As individuals, it’s helpful to employ the following techniques to create healthy environments (Solon, 2020).”

Being a Trauma-informed Communicator:

- Communicate respectfully
- Respect life-experiences of others
- Build health relationships
- Be an active listener
- Focus on Behaviors not the person
- Increase self-awareness
- Use proper body language
- Increase your resilience



Perspectives on Conflict: CIA

— Determine the boundaries of conflict:

- Issues I have Control Over
- Issues I have Influence Over
- Issues I have to Accept or Manage

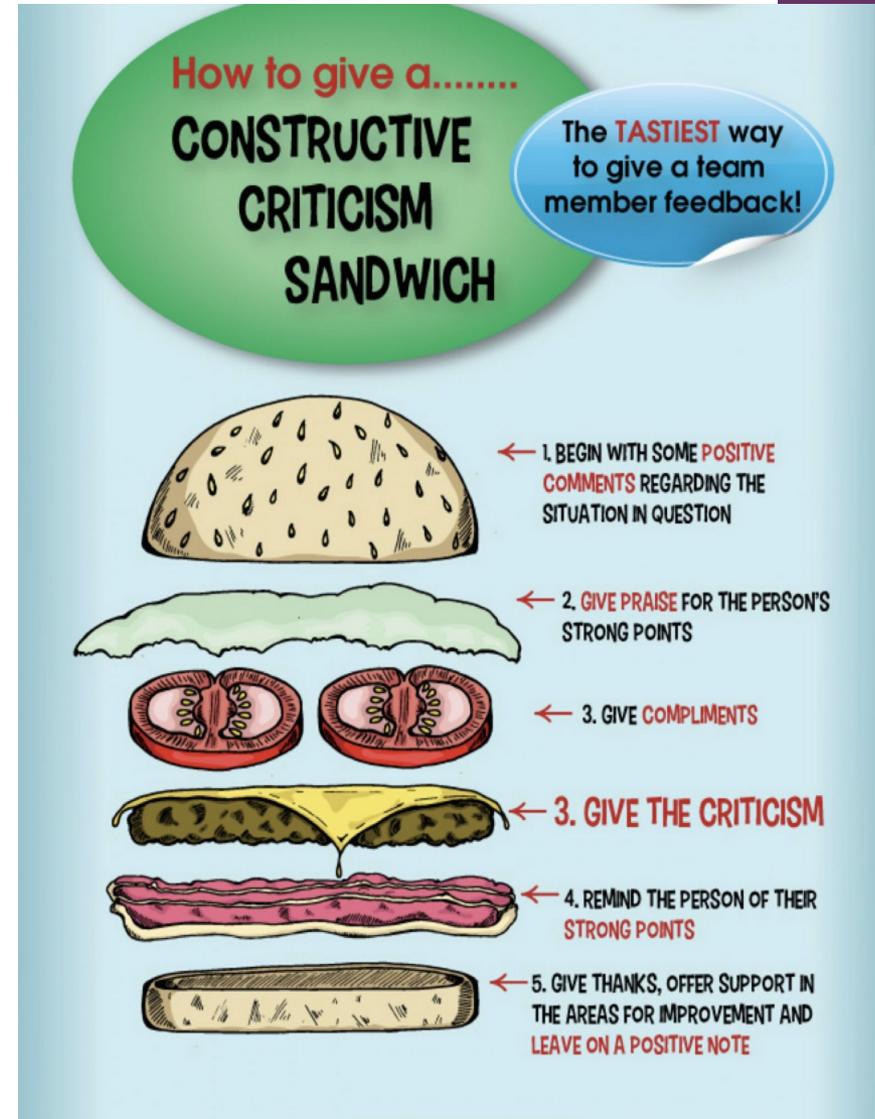
Giving Clear Feedback

- Observations - What I see
- Feelings - How I feel about that behavior
- Needs - What I need or value
- Request - Specific action

(Credit to Marshall B. Rosenberg, Ph.D)

+ Giving Helpful Feedback

- Focus on the observable behavior, not the person
- Lead with questions
- Inject positivity: The modified 'criticism sandwich'



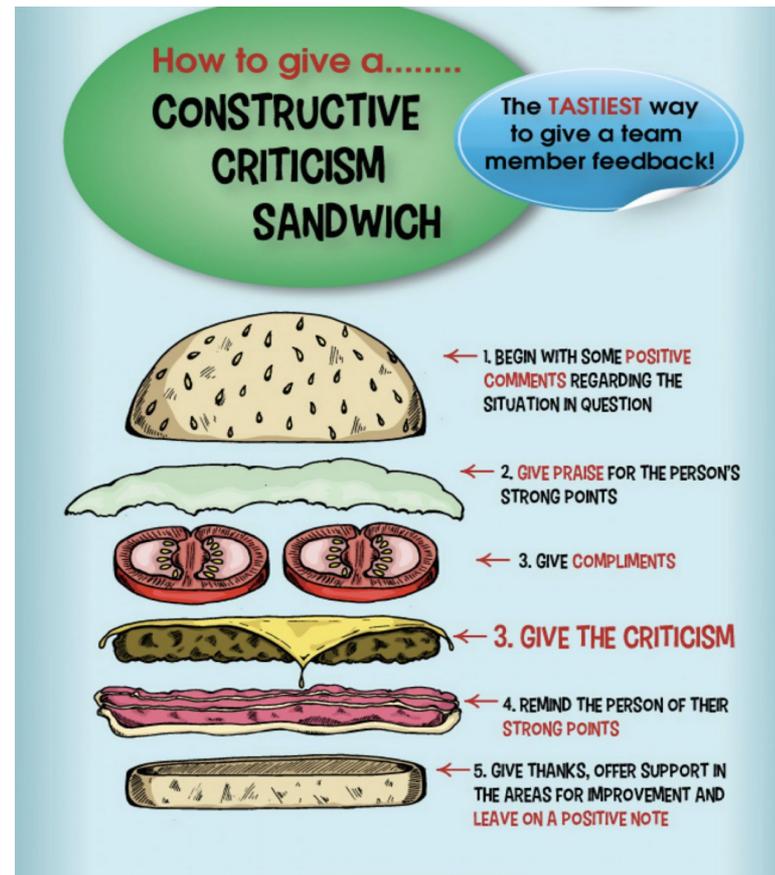
+ Your Turn

Think of a scenario, a style difference that you want to speak to in someone you know

OR

Use one of the scenarios we did earlier

Provide a Feedback Sandwich



+ How to Receive Feedback

Even when it hurts: Fixed VS Growth Mindset

- Stop Your First Reaction
- Learn from it
- Based on styles or assumptions?



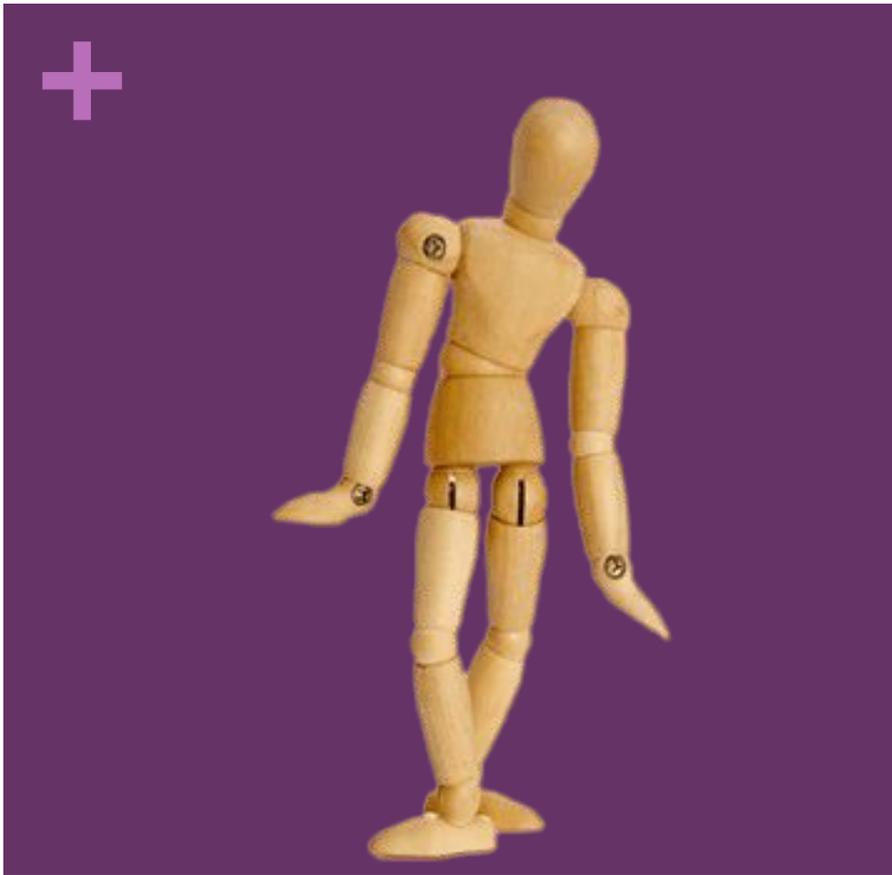
Move Towards Center

- Share at your table ways you see conflict happening with (task vs relational) and (high or low influence)
- Discuss ways you can “Flex” to lessen conflict or tension
- How can you use this information in your current position?
- What might prevent you from using this?

Turn

TALK

and



Thank
You



Communicating with Style

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