

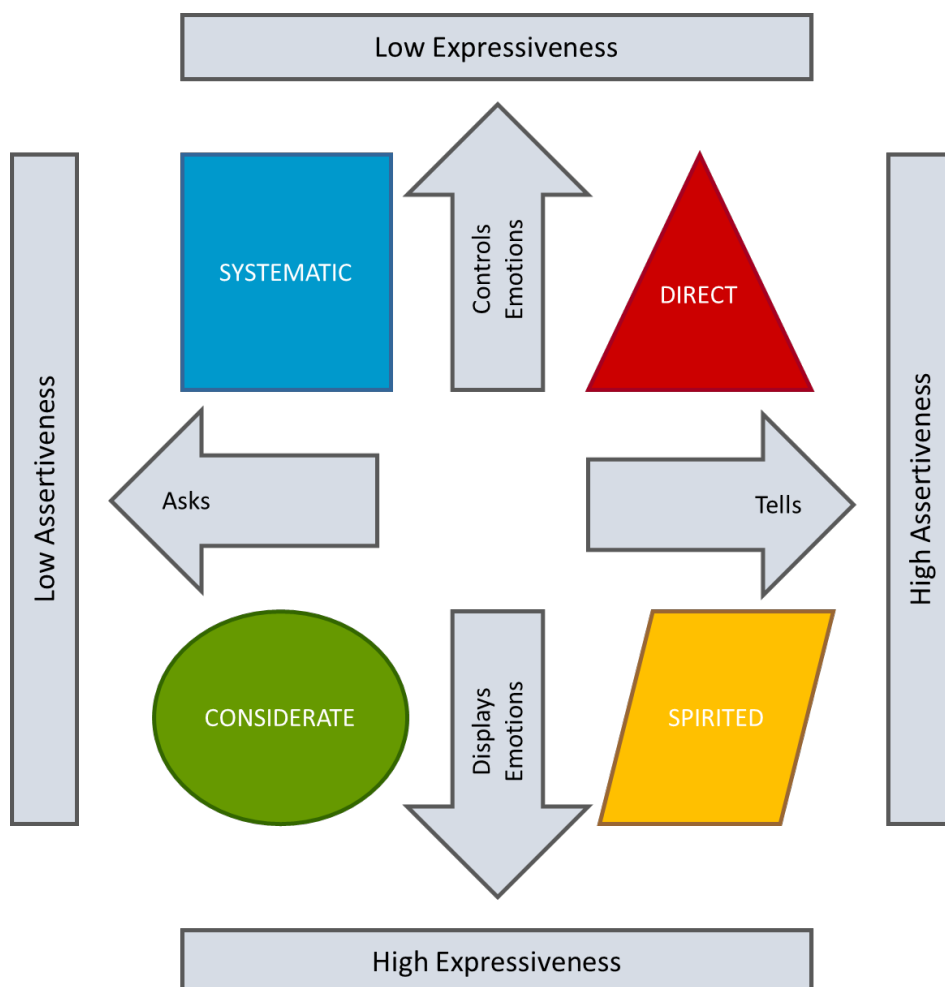
Communication Style Preferences

Using Communication Styles – increases self-awareness to build better relationships and achieve outcomes.

To get the most out of your communication, we're going to consider what style of communication you typically adopt and learn how to develop the other styles so that you can be flexible in your approach to communication. It is useful for all of us to know our preferred communication styles or our default settings when communicating with others because in having greater self-awareness you can:

- Improve your interaction with others - *differences in priorities and work pace create problems if they remain under the surface.*
- Help others to interpret your behaviour - *your behaviour becomes more meaningful when viewed in light of your typical behaviours.*
- Influence your success - *You can place yourself in situations that best suit your style.*

Every word we speak, and every action we take communicates something about us. Each of us has our own way of communicating. It affects what we choose to say and how we say it. Understanding our communication style is an important first step in learning how to communicate effectively with others.



Knowing the different styles

The styles can be summarised as follows:

Style	Direct	Spirited	Considerate	Systematic
Overview	<ul style="list-style-type: none"> • Likes a challenge and to take charge of their life • When stressed may cross the line from controlling to overbearing • Speaks forcefully • Gets to the bottom line • Maintains eye contact • Presents position strongly • A poor listener • Impatient with others • Does not heed advice • Likes to argue • Appears business like or functional • Results focussed • Desires to be in control • Pragmatic • Can be irritated by inefficiency and indecision 	<ul style="list-style-type: none"> • Optimistic and outgoing • Enthusiastic and friendly • When stressed tends to intensify their verbal behaviour and ignore time constraints • Animated storyteller • Persuasive • Focusses on the big picture • Uses motivational speech • Does not hear details • Tends to exaggerate • Generalises • Can be over dramatic • Informal • Outgoing • Hopes to be admired • Spontaneous • Can be irritated by rules and routines 	<ul style="list-style-type: none"> • Patient and loyal and values warm personal relationships • When stressed may try to assure themselves by sticking with their comfort zone thus avoiding change • A good listener and counsellor • Uses supportive language – builds trust • Avoids conflict • Gives in easily • Keeps opinions to oneself • Over-emphasises feelings • Casual • Conforming • Hopes to be liked • Maintains harmony • Decisions are carefully thought through • Can be irritated by insensitivity or impatience 	<ul style="list-style-type: none"> • Cautious and controlled – accuracy and objectivity important • May continually seek information to make them feel confident and can appear impersonal to others • Focusses on facts • Presents precisely • Is efficient in speech • Has a well organised workspace • Focusses too much on details • Fears personal disclosure • Can be abrupt • Uses little variety in vocal tones • Formal • Conservative • Good at problem solving • Values accuracy • Is logical and deliberate • Can be irritated by unpredictability or carelessness
What you say	<ul style="list-style-type: none"> • Decisive direct speech • Doesn't stop to say hello or engage in small talk 	<ul style="list-style-type: none"> • Expresses opinions readily • Generalises • Persuasive 	<ul style="list-style-type: none"> • Listens • Close, personal language • Supportive language 	<ul style="list-style-type: none"> • Focuses on specific details • Precise language • Avoids emotions
How you say it	<ul style="list-style-type: none"> • Speaks quickly • Loud tones formal speech 	<ul style="list-style-type: none"> • Lots of voice inflection • Animated • Loud tones 	<ul style="list-style-type: none"> • Speaks slowly • Soft tones • Patient speech 	<ul style="list-style-type: none"> • Little vocal variety • Brief speech • Even delivery
Body language	<ul style="list-style-type: none"> • Direct eye contact • Firm handshake • Bold visual appearance 	<ul style="list-style-type: none"> • Quick actions • Lots of body movement • Enthusiastic 	<ul style="list-style-type: none"> • Gentle handshake • Often likes hugging • Slow movement 	<ul style="list-style-type: none"> • Poker face • Controlled movement • Avoids touching
Personal space	<ul style="list-style-type: none"> • Keeps physical distance • Displays planning calendars in work space • Work space suggests power 	<ul style="list-style-type: none"> • Cluttered workspace • Personal slogans in the 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 and graphs in office • Tidy desktop