

Communication Styles

**What you do speaks so loud that I
cannot hear what you say.**

- Ralph Waldo Emerson, 19th century American essayist & poet



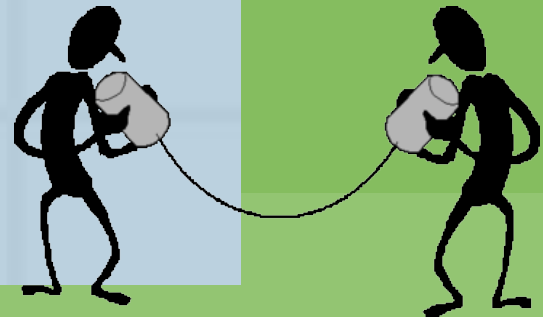
Definition of Communication



The exchange of thoughts, messages, or the like, as by speech, signals or writing.

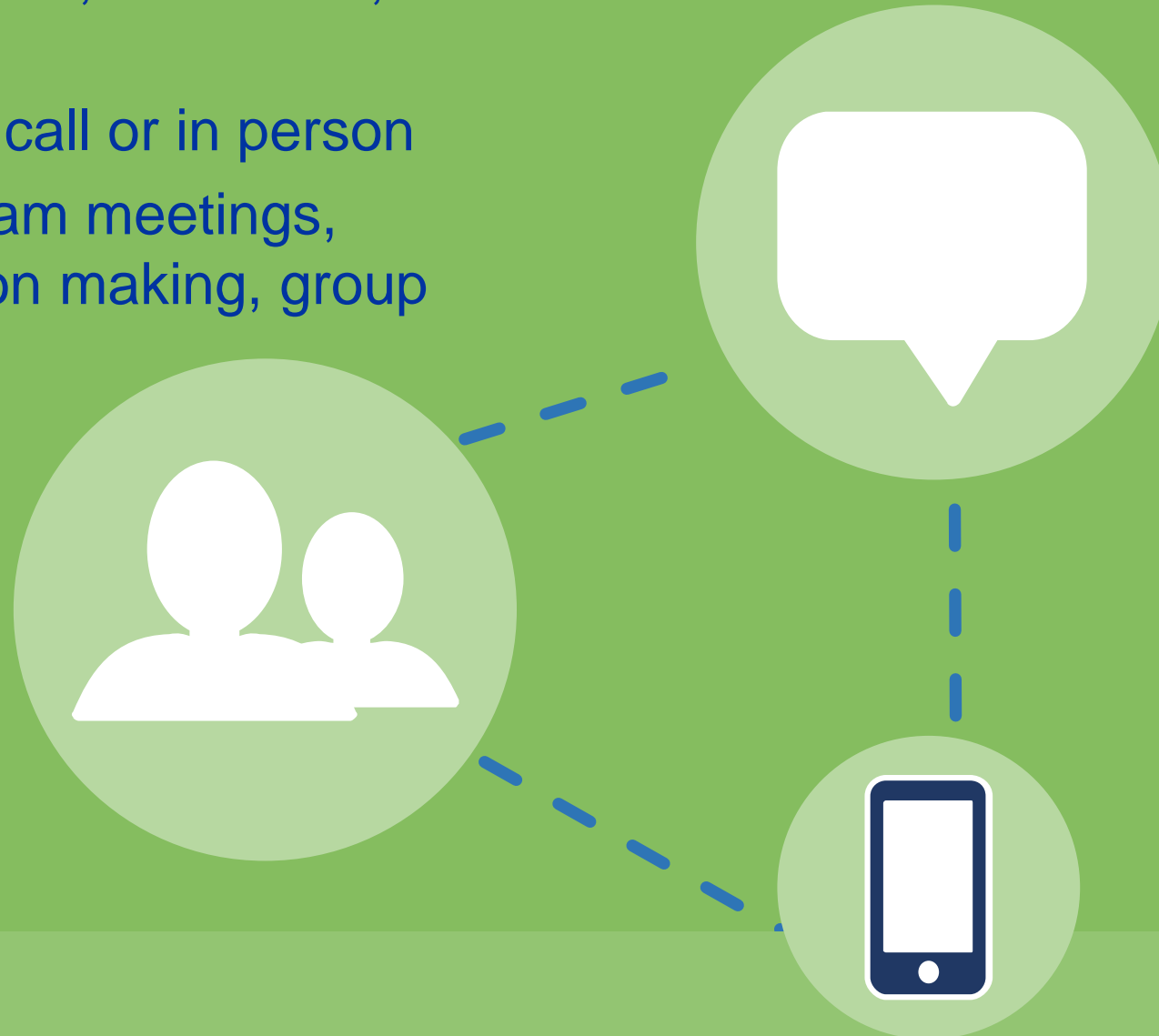


To express oneself in such a way that one is readily and clearly understood.



Methods of Communication

- One way – fax, email, voice mail, written (letter)
- Two way – phone call or in person
- Collaborative – team meetings, consulting, decision making, group problem solving



Why is communication important?

- Directly affects a persons academic, personal and professional success
- Employers identify communication as one of the basic competencies every graduate should have
- Effective team communication helps in conflict management and problem solving



What's your "style"

- Depending on who you ask, there are anywhere from 3-6 different types of communication "styles."
- Communication doesn't just happen; your style is based on your experiences that over time have developed into a pattern of attitudes and actions.
- It is a continuous cycle. Your experiences influence your thoughts. Your thoughts, over time, become your attitudes. These attitudes become the blueprint for new experiences, which develop into patterns of behavior.



Passive Communication

- PASSIVE COMMUNICATION is a style in which individuals have developed a pattern of ***avoiding expressing their opinions or feelings, protecting their rights, and identifying and meeting their needs.***
- They DO NOT respond to hurtful or anger-inducing situations. Instead, they allow feelings to mount, usually unaware of the buildup.
- Once they have reached their high tolerance threshold, they are prone to explosive outbursts, which are usually out of proportion .
- After the outburst, however, they may feel shame, guilt, and confusion, so they return to being passive.

Passive communicators will often:

- fail to assert for themselves
- allow others to deliberately or inadvertently infringe on their rights
- fail to express their feelings, needs, or opinions
- tend to speak softly or apologetically
- exhibit poor eye contact and slumped body posture

Aggressive Communication

- AGGRESSIVE COMMUNICATION is a style in which individuals express their feelings and opinions and advocate for their needs in a way that violates the rights of others. ***Thus, aggressive communicators are verbally and/or physically abusive.***

Aggressive communicators will often:

- try to dominate others
- use humiliation to control others
- criticize, blame, or attack others
- be very impulsive
- have low frustration tolerance
- speak in a loud, demanding, and overbearing voice
- act threateningly and rudely
- not listen well
- interrupt frequently
- use “you” statements
- have an overbearing or intimidating posture

Passive – Aggressive Communication

- PASSIVE-AGGRESSIVE COMMUNICATION is a style in which individuals appear passive on the surface but are really acting out anger in a subtle, indirect, or behind-the-scenes way.
- People who develop a pattern of passive-aggressive communication ***usually feel powerless, stuck, and resentful.***

Passive-Aggressive communicators will often:

- mutter to themselves rather than confront the person or issue
- have difficulty acknowledging their anger
- use facial expressions that don't match how they feel - i.e., smiling when angry
- use sarcasm
- deny there is a problem
- appear cooperative while purposely doing things to annoy and disrupt
- use subtle sabotage to get even

Assertive Communication

- ASSERTIVE COMMUNICATION is a style in which individuals ***clearly state their opinions and feelings, and firmly advocate for their rights and needs without violating the rights of others.***
- These individuals value themselves, their time, and their emotional, spiritual, and physical needs and are strong advocates for themselves while being very respectful of the rights of others.



Assertive communicators will:

- state needs and wants clearly, appropriately, and respectfully
- express feelings clearly, appropriately, and respectfully
- use “I” statements
- communicate respect for others
- listen well without interrupting
- feel in control of self
- have good eye contact
- speak in a calm and clear tone of voice and in control
- have a relaxed body posture
- feel connected to others
- not allow others to abuse or manipulate them and stand up for their rights

5 MINUTE TEST



LIONS

Communication style:

Great at initiating communication; not good at listening (one-way communicator.)

- Lions are leaders. They are usually the bosses at work and if not the actual boss they at least think they are the boss! Lions are decisive, “bottom line” folks who are observers rather than watchers or listeners.
- Lions love to solve problems.
- No one has to motivate you to act in these ways. You are happiest when they just get out of your way.

OTTERS

Communication style:

Enthusiastic and stimulating. Often one-way, but can easily inspire and motivate others.

- Otters are excitable, fun-seeking, cheerleader types who love to talk! They are great at motivating others and will absolutely suffer in an environment where they cannot talk or have a say in major decisions of the company or a relationship.
- The Otters' outgoing nature makes them great networkers.
- They can be very loving and encouraging unless under pressure. Pressure brings out an attacking response that is empowered by their practiced verbal skills.

GOLDEN RETRIEVER

Communication style:

Two-way communicator. A great listener who provides an empathetic response.

- One word describes the personality of the Golden Retriever and that word is LOYAL. They are so loyal, in fact, that they can absorb enormous amounts of emotional pain and punishment in a relationship and still remain committed to it.
- Golden Retrievers are great listeners, incredible empathizers, and warm encouragers. There is a danger for these personality types in that they tend to be so intent on pleasing others that they can have great difficulty asserting themselves in situations or relationships when it is needed.

BEAVER

Communication style:

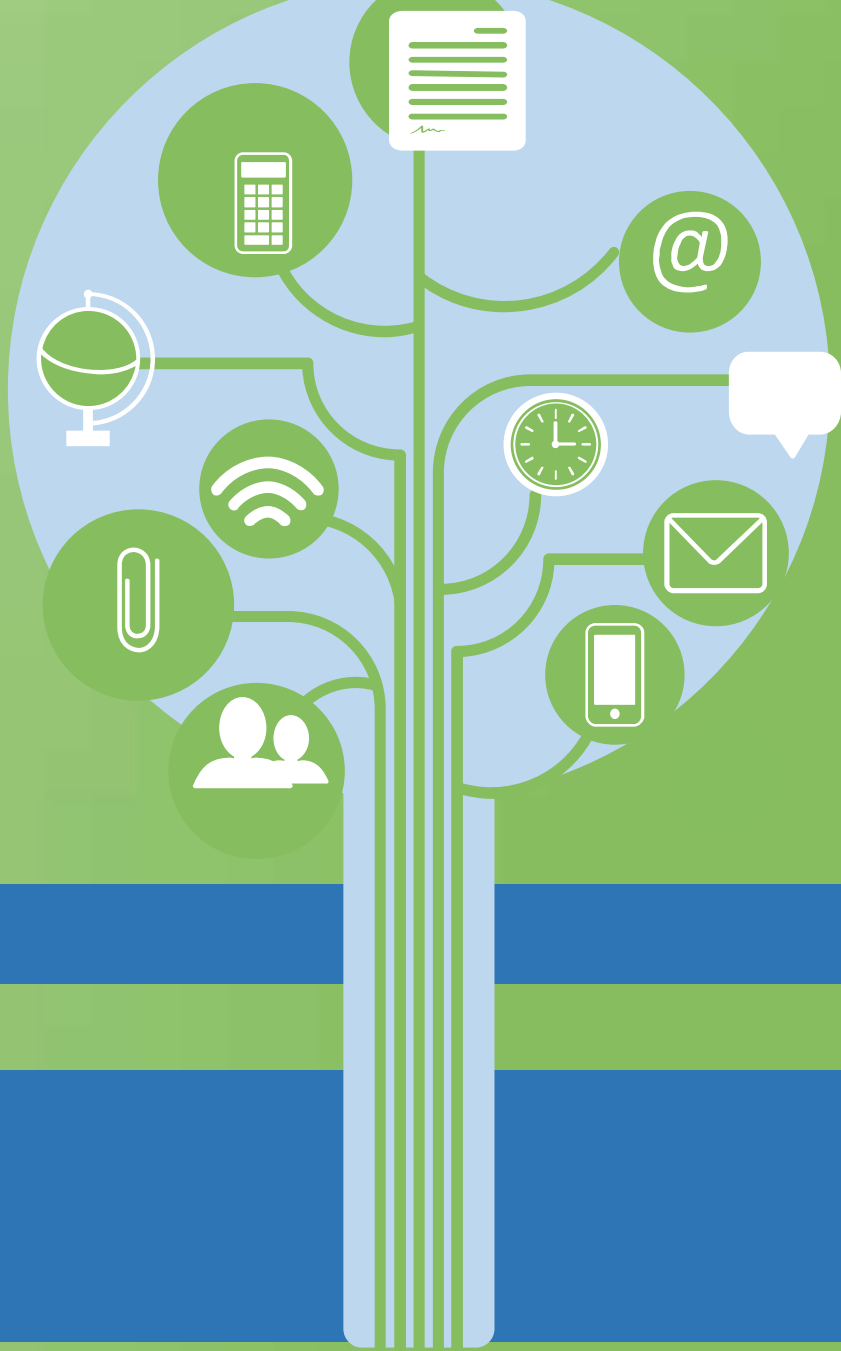
Beavers are good listeners, communicate details, and are usually diplomatic.

- Beavers have a strong need to do things right and by the book. In fact, they are the kind of people who actually read instruction manuals.
- They are great at providing quality control in offices, businesses, and organizations that demand accuracy and so are suited to areas like accounting, human relations, and engineering.
- Beaver personalities excel in environments where rules, consistency, and high standards are important.
- The strong need for maintaining high, oftentimes unrealistic standards can short circuit their ability to express warmth in a relationship.

We have two ears and one mouth so that we can listen twice as much as we speak.

- Epictetus, 1st century AD Greek philosopher





THANK YOU!