

COMMUNICATION STYLES AND TECHNIQUES

Leadership on Demand

AGENDA

- 3 Types of Effective Communication
- Knowing Your Style
- Communication Caucuses
- Behind the Back
- Questions and Wrap-Up

3 TYPES OF COMMUNICATION

VERBAL COMMUNICATION

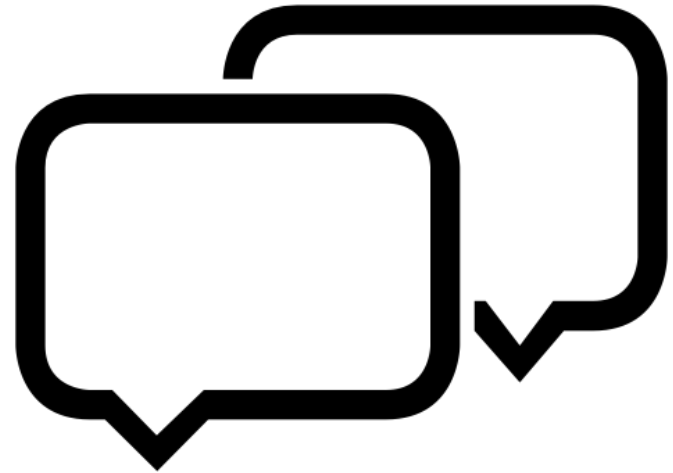
NONVERBAL COMMUNICATION

LISTENING

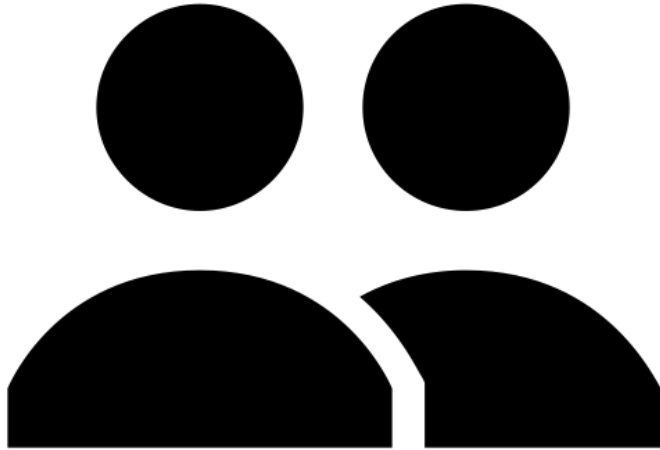


VERBAL COMMUNICATION

- Clear and specific
- Issue, not person
- Ask questions
- Repeat
- Paraphrase
- “I” messages
- Consider tone, inflection, volume



NON-VERBAL COMMUNICATION

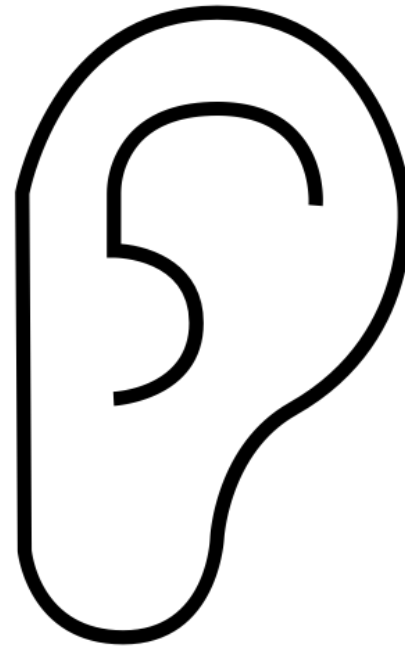


- Eye contact
- Gestures to complement words
- Positive facial expressions
- Watch your motions
- Respect personal space
- Be present



LISTENING

- Don't think ahead
- Respond regularly
- Smile
- Paraphrase
- Don't interrupt
- Be honest



OPEN or RESERVED ORIENTATION TOWARD RELATIONSHIPS

Open	Reserved
<ul style="list-style-type: none">• Reveal inner selves• Don't hold back thoughts	<ul style="list-style-type: none">• Hold back info that reveals inner workings• Interpersonal Distance
Front of Room	Back of Room

DIRECT or INDIRECT PACE OF COMMUNICATION

Indirect	Direct
<ul style="list-style-type: none">• Laid-back approach• Careful and thoughtful• No rush to finish	<ul style="list-style-type: none">• Move very quickly• More assertive• Like to move quickly to task completion
Right Side of Room	Left Side of Room

COMMUNICATION STYLES

**Front Right:
RELATOR**

**Front Left:
SOCIALIZER**

**Back Right:
THINKER**

**Back Left:
DIRECTOR**

GROUP DISCUSSION QUESTIONS

- What is your favorite part about working on a team?
- When working on teams, what do you dislike?
- When under pressure, how do you respond?
- When communicating with others, how do you act?

COMMUNICATION STYLES

	SOCIALIZER	DIRECTOR	RELATOR	THINKER
How to recognize them:	Excitement	Decisive	Helpful	Methodical
Asks	Who?	What?	Why?	How?
Dislikes	Boring detail	Others' decisions	Impersonal treatment	Being wrong
Reacts to pressure by...	Arguing	Taking control	Withdrawing	Seeking info
Work with them by...	Getting excited together	Giving control	Caring	Providing data
Likes to be evaluated by...	Feedback	Results	Relationships	Productivity
Needs	To get ahead, be challenged	To compete	To care & be cared for	To think things through
Likes to save	Effort, by using intuition	Time, by being efficient	Relationships, by focusing on people over goals	Face, never caught being wrong
For best results:	Inspire to bigger and better	Allow freedom	Provide care and direction	Provide a framework

REFLECTING ON MY COMMUNICATION STYLE

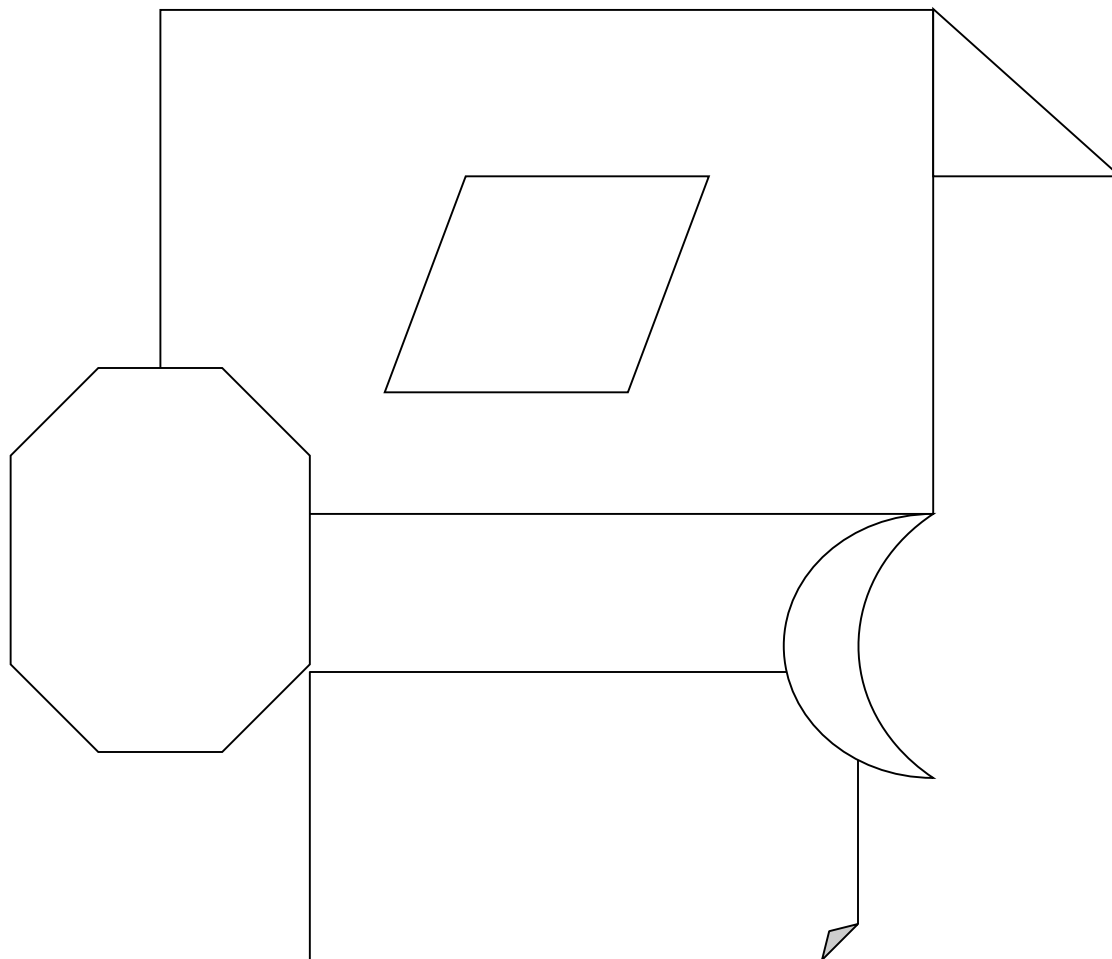
- My style is...
- How I often verbally communicate is...
- How I often nonverbally communicate is...
- How I often listen is...



BEHIND THE BACK ACTIVITY



BEHIND THE BACK ACTIVITY



THANK YOU!

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