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

<table>
<thead>
<tr>
<th>Open</th>
<th>Reserved</th>
</tr>
</thead>
</table>
| • Reveal inner selves  
• Don’t hold back thoughts | • Hold back info that reveals inner workings  
• Interpersonal Distance |

| Front of Room | Back of Room |
**DIRECT or INDIRECT PACE OF COMMUNICATION**

<table>
<thead>
<tr>
<th>Indirect</th>
<th>Direct</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Laid-back approach</td>
<td>• Move very quickly</td>
</tr>
<tr>
<td>• Careful and thoughtful</td>
<td>• More assertive</td>
</tr>
<tr>
<td>• No rush to finish</td>
<td>• Like to move quickly</td>
</tr>
<tr>
<td>• Like to move quickly to task completion</td>
<td></td>
</tr>
</tbody>
</table>

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

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