

# Personal and Professional Development



**WEEK ELEVEN**  
**LECTURER: N. QUARRIE**

# Objective



- By the end of this lesson you should be able to:
- 4.2 Communicate in a variety of styles and appropriate manner at various levels

# Overview



- As long as you exist on planet earth and plans to live you human being you will be expected to communicate. Now, how you communicate and the manner in which you communicate is dependent on who you are talking to.
- It is therefore important for you to learn about the different communication styles that exist. We will use this lesson to focus on those styles.

# Communication



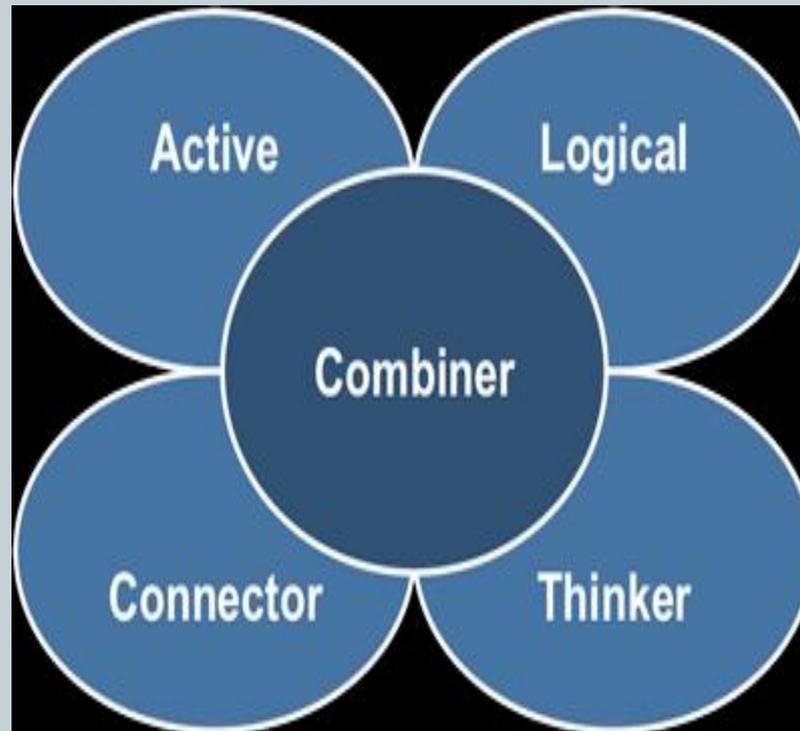
- Definition: “Two-way process of reaching mutual understanding, in which participants not only exchange (encode decode) information, news, ideas and feelings but also create and share meaning. In general, communication is a means of connecting people or places. In business, it is a key function of management--an organization cannot operate without communication between levels, departments and employees.”

Source: <http://www.businessdictionary.com>

# Communication Styles



There are four different types of communication styles:



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# Active



## Statements to Identify your preferred Communication Style

### ACTIVE

When I'm talking I tend to miss others' reactions because I'm so involved.

I can express myself clearly.

I interrupt a speaker if I disagree with what they are saying.

I am happy to select a topic and pace for a discussion.

I tend to talk more than I listen.

I'm happy to talk or discuss a topic whilst doing something else.

Talking about a topic is preferable to thinking about it.

If my interest is not engaged I will try to end or divert the discussion.

I make sure my views are heard even if it means interrupting.

I find my attention drifting if I get bored.

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# Logical



## Statements to Identify your preferred Communication Style

### LOGICAL

I prefer to anticipate or deal with potential areas of confusion or conflict up front.  
My written communications get straight to the point.  
When I'm interrupted I lose my train of thought and find it hard to regain my flow.  
I do not like it when discussions stray from the point.  
I am happiest when things are written down.  
I take time to select the best way to communicate my message – face-to-face, call, memo, email, etc.  
I am happiest when meetings follow a timed agenda.  
I like to have 'to do' lists so I can cross things off as they're done.  
Conflict in the workplace is natural and I deal with it constructively.

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# Connector



## Statements to Identify your preferred Communication Style

### CONNECTOR

Shifting off topic does not bother me.  
I frequently repeat statements to check my understanding is correct.  
I am aware of and watch others' body language when talking.  
I recognize if I am not being understood.  
I seek others' contributions by asking relevant questions.  
I am happy to listen to others rather than having to talk.  
I watch others and alter my pace or language – for example, to ensure they understand what I'm saying.  
I can easily appreciate another's viewpoint.  
I will write several drafts when communicating important or sensitive information.

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# Thinker



## Statements to Identify your preferred Communication Style

### THINKER

I consider the best way to present my views so others are receptive.  
I prefer to focus on facts and information.  
I express my viewpoint and ideas using charts and diagrams.  
I like to be in control of my gestures and posture.  
I take care to select the right words or phrases.  
I like to receive information that helps me to create or find a resolution.  
I find it difficult to know how best to deal with people when they become emotional.  
If I don't understand something I prefer to figure it out later rather than speak up.  
I find it hard to express in words my feelings and thoughts.

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# Combiner



- Combiner

**Statements to Identify your preferred Communication Style**

**COMBINER**

Similar number of highlights in each of the four sections above.

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# Video



- 1. <https://www.youtube.com/watch?v=w5paHINM3BQ>
- 2. <https://www.youtube.com/watch?v=aRE-uciREO4>

# Activities



- Activity one: Chinese telephone
- Activity two: A train leaves the station with 3 passengers and stops at London and 5 more get on. It next stops and Albany and 2 passengers get off. Next stop is Pleasantville and 23 new passengers get on board. The train makes its next stop in Dallas where 21 get off and no one gets on. The train chugs along until it reaches Hollywood where 3 more passengers get on. The next stops are Buffalo where 6 get on and 4 get off, Moosehead where no one gets on or off, and Clarksburg where 24 passengers get on board. The train reaches the end of the route in Los Angeles where everyone gets off. How many stops did the train make?

# Interpretation of activity one and two



- Lets discuss!

# Communication and reading



\*

A  
walk in the  
the park

# Interpretation



- “the most likely reason we read the information in the triangle the way we did is because we often ignore unnecessary information that we don’t really need.
- This is all part of the way we learn to communicate. We often don’t pay attention to what we believe is not important or necessary information.”
- Source: 50 Communications Activities, Icebreakers, and Exercises by Peter R. Garber

# Listening tips



- Paraphrase the message to the speaker in order to confirm your understanding.
- • Repeat the message to help you remember what was said.
- • Probe for missing information.
- • Clarify any points that you might not completely understand.
- • Remember the important points of the message for future application.
- Source: 50 Communications Activities, Icebreakers, and Exercises by Peter R. Garber

# Review Questions



- 1. Discuss communication means.
- 2. Discuss the types of communication styles?
- 3. Mention a few crucial things that you learnt about communication from this presentation.

# References



- 50 Communications Activities, Icebreakers, and Exercises by Peter R. Garber
- **[Business dictionary.com:](http://www.businessdictionary.com)**  
[www.businessdictionary.com](http://www.businessdictionary.com)
- <https://www2.cortland.edu/dotAsset/c1a635f6-a099-4ede-8f15-79b86e315088.pdf>
- <http://www.free-management-ebooks.com/faqcm/effective-02.htm>