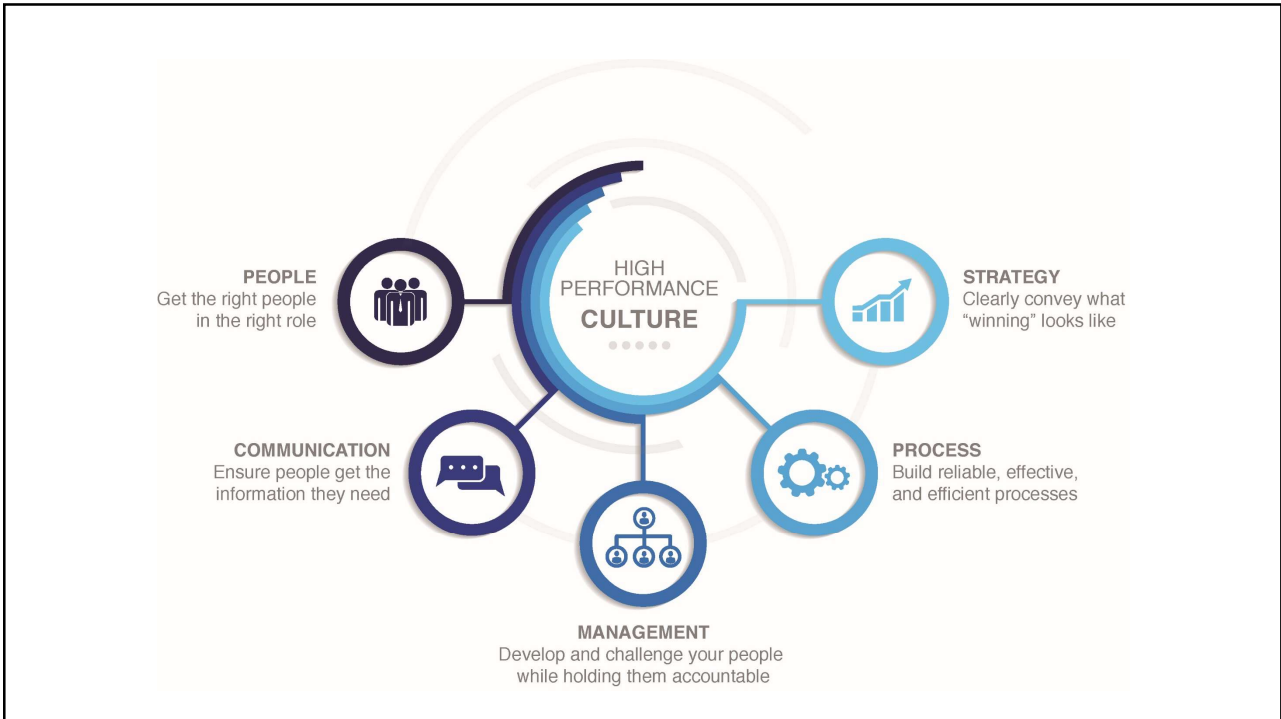





1



2

VIRTUAL INTERACTION

- Reaction Feature
- Chat Feature



3

Communication

Ensure people get the information they need.

4

IMPACT OF COMMUNICATION

- Communication influences everything we do on a day to day basis
- Breakdowns in communication cause confusion, lost time, and misalignment between teams
- When we understand each other, we know *what* we are doing, *why* we are doing it, *who* is going to do it, and *how* to do it

5

We have so many methods of communication and more access to each other than ever before.

6

METHODS OF COMMUNICATION

- Email & Text
- Social Media & Video Conferencing
- Meetings
- Performance Appraisals
- “Can I talk to you for a second?”
- Non-verbal communication

7

Why isn't everyone getting the information they need to succeed?

8

COMMUNICATION MISCONCEPTIONS

- Messages are unidirectional
- Communication implies shared understanding
- Listening is the same as hearing
- **Our communication styles are the same.**

9

Where does communication break down for
you?

10



COMMUNICATION STYLES

Creating a common language to understand your communication style and the communication styles of others.

11



ACTIVITY



12

WHAT STYLE ARE YOU?

- For each statement, rank yourself by filling out the numbers as follows:
 - (4) This MOST describes you
 - (3) Then, the next most one that describes you
 - (2) Then, the next most
 - (1) This LEAST describes you
- Use each number only once for each statement and be sure to use all numbers. Even if you can't decide, you must rank them anyway.

13

SCORING YOUR STYLE

- Transfer your answers onto the scoring sheet by row left to right
- Add the 4 columns to find your score

14

COMMUNICATION STYLES



The Go-Getter

Place a high value on action and thrive on getting things done in the here and now.



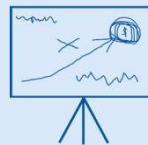
The Empathizer

Place high value on human interaction and are attracted by jobs or situations in which social-interpersonal contacts with others are highly likely.



The Outliner

Place a high value on logic, ideas, and systematic inquiry.



The Whiteboard User

Place a high value on ideas, innovation, concepts, theory and long-range thinking.

15

THE GO-GETTER

- Talks too fast
- Direct in dialogue
- Ready to solve the problem



16

THE GO-GETTER

- “What doesn’t make sense to you?”
- “What will this cost?”
- “Let’s try it.”



17

COMMUNICATING WITH A GO-GETTER

- Ask them to unpack their positions
- Freedom to think and guardrails to act
- Coach them to listen and slow down



18

Do you think you know some Go-Getters and can recognize them based on this information?

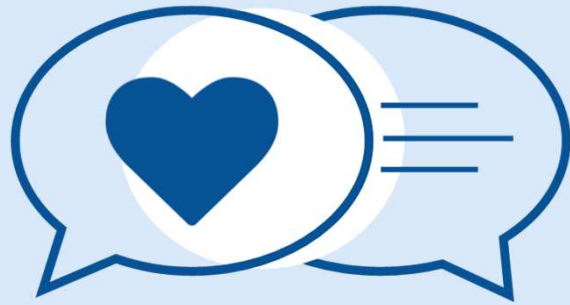
19

How can you **modify** your style to more effectively communicate with a Go-Getter?

20

THE EMPATHIZER

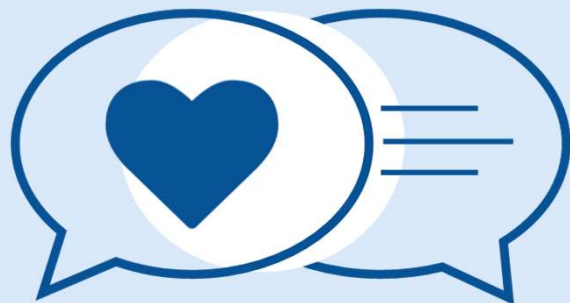
- People first.
- Defends actions of others
- Uses your name



21

THE EMPATHIZER

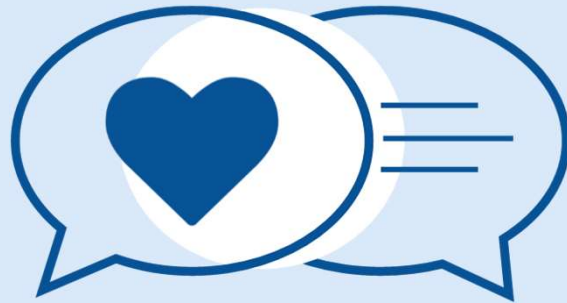
- “I feel...”
- “How will this affect our people?”
- “That reminds me of the time we...”



22

COMMUNICATING WITH AN EMPATHIZER

- Listen but do not coddle
- Acknowledge how your decision is going to affect others
- Emphasize the big picture rather than individual perspectives



23

Do you think you know some Empathizers and can recognize them based on this information?

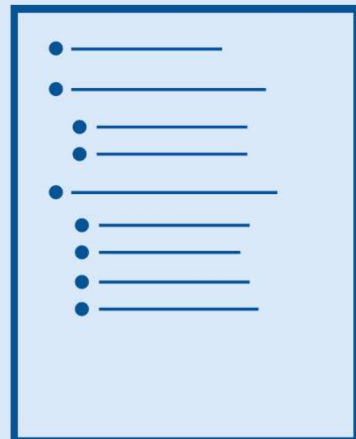
24

How can you **modify** your style to more effectively communicate with an Empathizer?

25

THE OUTLINER

- List makers
- Offers and wants all of the details
- Noncommittal under stress or change



26

THE OUTLINER

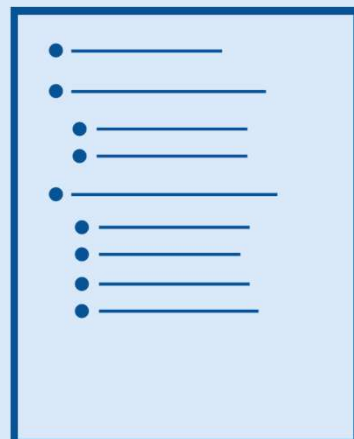
- “What options do we have?”
- “Give me some details...”
- “How can you support that? Tell me more.”



27

COMMUNICATING WITH AN OUTLINER

- Give them time to think
- Build strict guardrails around what information is relevant
- Give a deadline for making decisions



28

Do you think you know some Outliners and can recognize them based on this information?

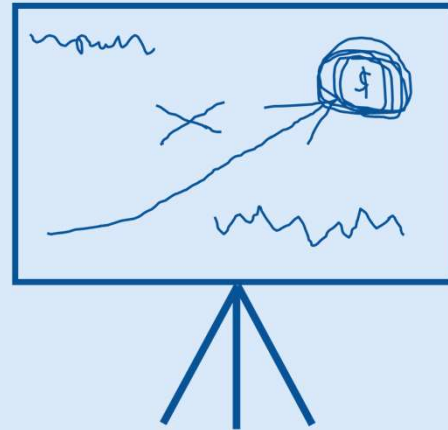
29

How can you **modify** your style to more effectively communicate with an Outliner?

30

THE WHITEBOARD USER

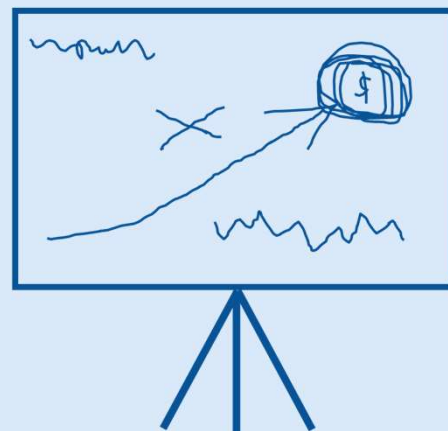
- Thinks big picture
- References future events
- Leaves issues dangling, specifically when stressed



31

THE WHITEBOARD USER

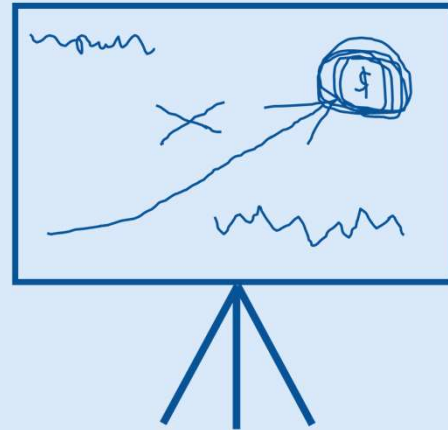
- “What are the long term implications?”
- “What if...”
- “Here’s a twist...”



32

COMMUNICATING WITH A WHITEBOARD USER

- Timelines and deadlines
- Freedom to think
- Emphasize the importance of results as opposed to the process of ideation



33

Do you think you know some Whiteboarders and can recognize them based on this information?

34

How can you **modify** your style to more effectively communicate with a Whiteboarder?

35

Which of these styles do you come into the most **conflict** with?

36



PEOPLE CENTRIC COMMUNICATION

Communicating in a High Performance Culture.

37

Apply what you learned today to become a better communicator

38

UNDERSTAND YOUR STYLE BETTER

- Reflect on your daily conversations
- How do you react under stress?
- How do you react when others are stressed?

39

ACKNOWLEDGE OTHER STYLES

- Ask questions
- Actively listen & recognize body language
- Provide information in multiple ways
- “What is the best way I can communicate this to you?”

40

HEALTHY CONFLICT IS NECESSARY

- Healthy conflict challenges the status quo and open up opportunities to improvements
- To solve problems, we all have to be willing and able to communicate our reasons, ideas, and arguments with each other

41

COLLABORATIVE COMMUNICATION

- Build trust and create a safe 'Place' (i.e. meetings) to share ideas and find outcomes
- Seek strategies that integrate and manage those styles to achieve the desired outcome
- Communicate with your supervisors and co-workers during evaluations and meetings

42

How are you going to be a better **co-worker** with this information??

43

How are you going to be a better **leader** with this information??

44

LEADERS MUST COMMUNICATE

- Recognize and leverage other styles
- Adapt communication to get things across well
- Leverage the styles of others to get things done

45



QUESTIONS?

46



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