

Communication: What's Your Style?



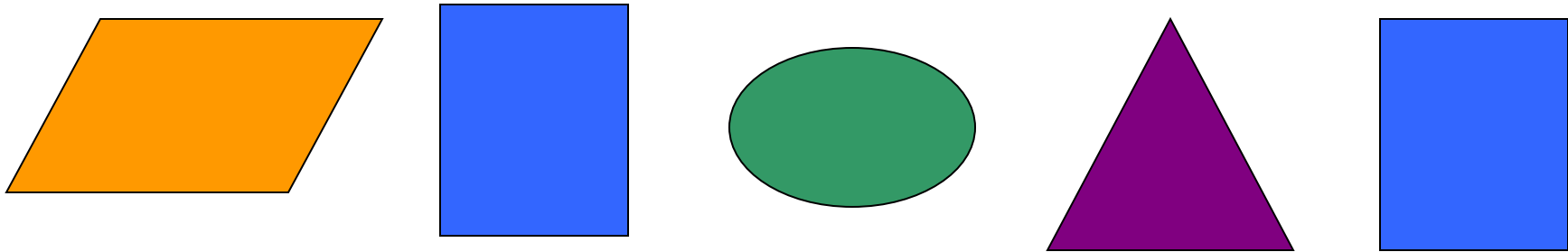
Jessica Badowski, toobusygirls

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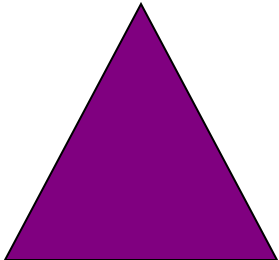
Communication



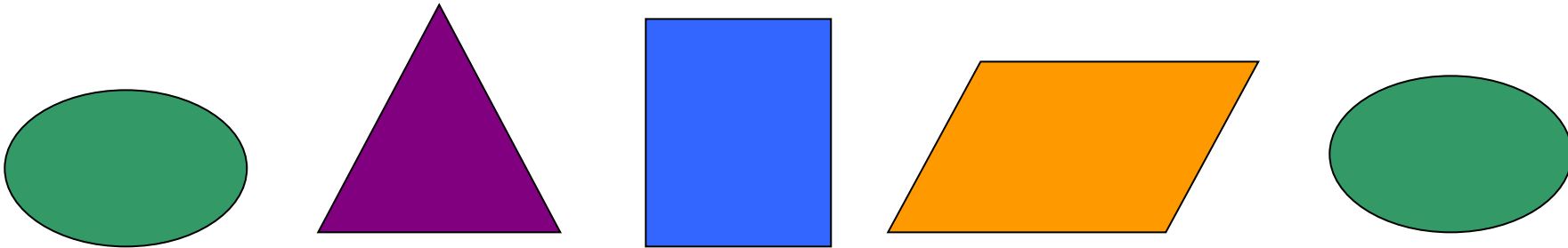
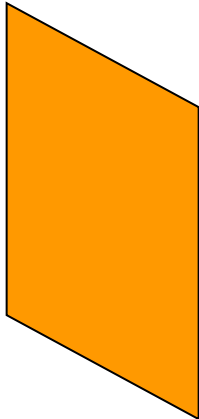




Welcome To Style Play!



A fun way to identify & leverage
the different styles in your team



Let's Play a Game...

- With 3-5 people
- Open the deck
- Shuffle cards
- Deal out 6 cards per person
- Trade 1 card out until the cards you have in your hand are the best description of your style at work (as a supervisor, co-worker, team member)

FLIP YOUR CARDS OVER

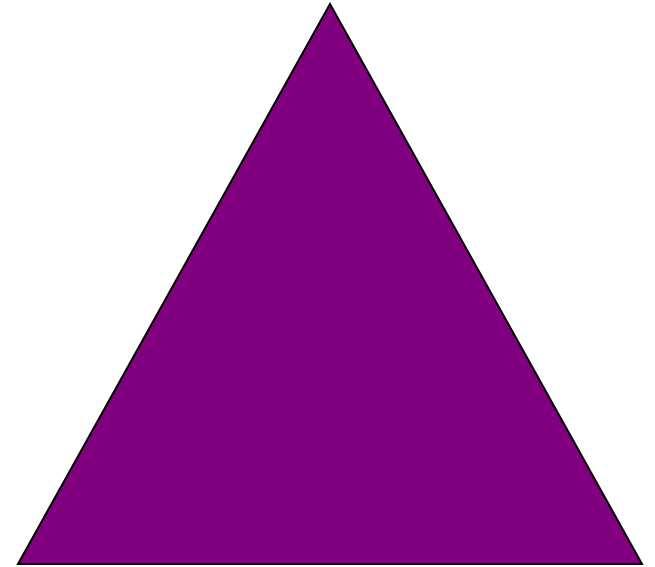
DIRECT

Strengths

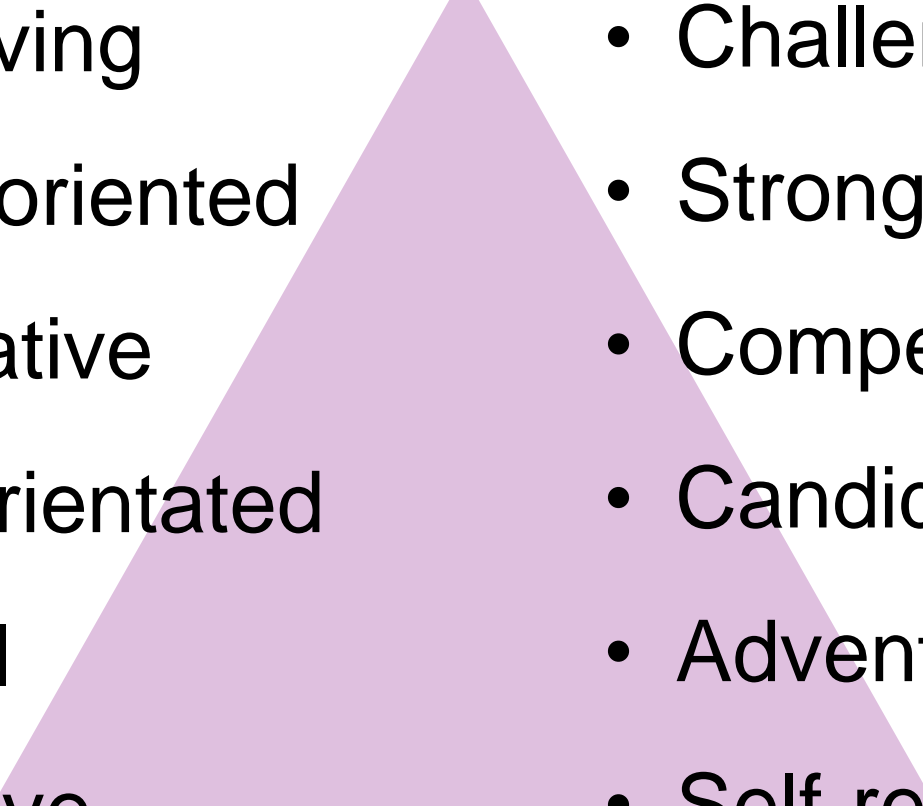
- Takes charge
- Gets results
- Likes competition

Trouble Spots

- May be a poor listener
- May become impatient with others

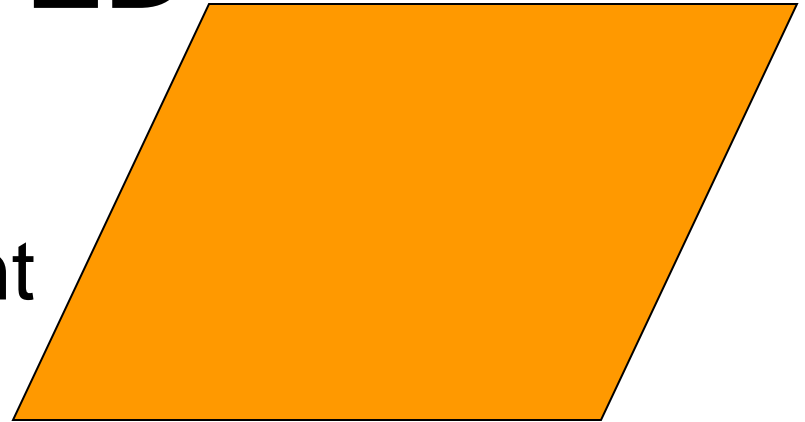


DIRECT

- 
- Hard-driving
 - Results-oriented
 - Authoritative
 - Action-orientated
 - Powerful
 - Impressive
 - Challenging
 - Strong-willed
 - Competitive
 - Candid
 - Adventurous
 - Self-reliant

SPIRITED

- Strengths
- Generates excitement
- Is spontaneous
- Has good persuasive skills
- Trouble Spots
- May exaggerate
- May become overdramatic



SPIRITED

- Charismatic
- Motivating
- Outgoing
- Animated
- Popular
- Enthusiastic
- Dramatic
- Spontaneous
- Talkative
- Lively
- Optimistic
- Stimulating

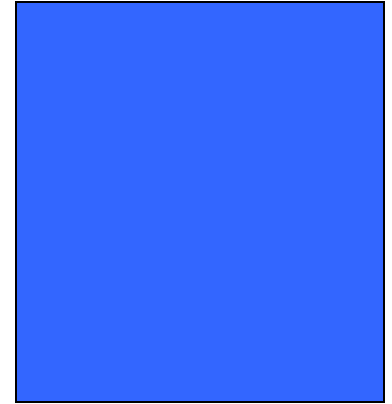
Systematic

Strengths

- Makes decisions based on facts
- Is analytical
- Stays calm and rational

Trouble Spots

- May become bogged down with details
- May be impersonal



Systematic

- Task-Oriented
- Analytical
- Meticulous
- Accurate
- Detail-orientated
- Consistent
- Logical
- Diligent
- Precise
- Technical
- Orderly
- Thorough

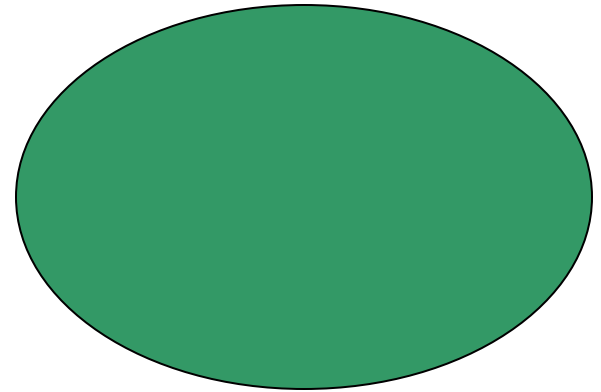
Considerate

Strengths

- Listens actively
- Considers others' feelings
- Is patient

Trouble Spots

- May avoid conflict
- May give in easily



Considerate

- Trusting
- Diplomatic
- Understanding
- Sentimental
- Appreciative
- Cooperative
- Accommodating
- Agreeable
- Patient
- Supportive
- Even-tempered
- Generous

Communication Styles

	Direct	Spirited	Considerate	Systematic
Verbal	<ul style="list-style-type: none"> •Decisive •Direct Speech •Doesn't stop to say hello 	<ul style="list-style-type: none"> •Expresses opinions readily •Generalizes •Persuasive 	<ul style="list-style-type: none"> •Listens •Close, personal language •Supportive Language 	<ul style="list-style-type: none"> •Focuses on specific details •Precise Language •Avoids emotions
Paraverbal	<ul style="list-style-type: none"> •Speaks Quickly •Loud tones •Formal speech 	<ul style="list-style-type: none"> •Lots of voice inflection •Animated •Loud tones 	<ul style="list-style-type: none"> •Speaks slowly •Soft tones •Patient speech 	<ul style="list-style-type: none"> •Little vocal variety •Brief speech •Even delivery
Body Language	<ul style="list-style-type: none"> •Direct eye contact •Firm handshake •Bold visual appearance 	<ul style="list-style-type: none"> •Quick actions •Lots of body movement •Enthusiastic handshake 	<ul style="list-style-type: none"> •Gentle handshake •Likes hugging •Slow movement 	<ul style="list-style-type: none"> •Poker face •Controlled movement •Avoids touching
Personal Space	<ul style="list-style-type: none"> •Keeps physical distance •Displays planning calendars in workspace •Workspace suggests power 	<ul style="list-style-type: none"> •Cluttered workspace •Personal slogans in office •Likes close physical space 	<ul style="list-style-type: none"> •Family Pictures in workspace •Likes side-by side seating •Carries sentimental items 	<ul style="list-style-type: none"> •A strong sense of personal space •Charts, graphs in office •Tidy desktop

High

Considerate

Spirited

Assertiveness

Low

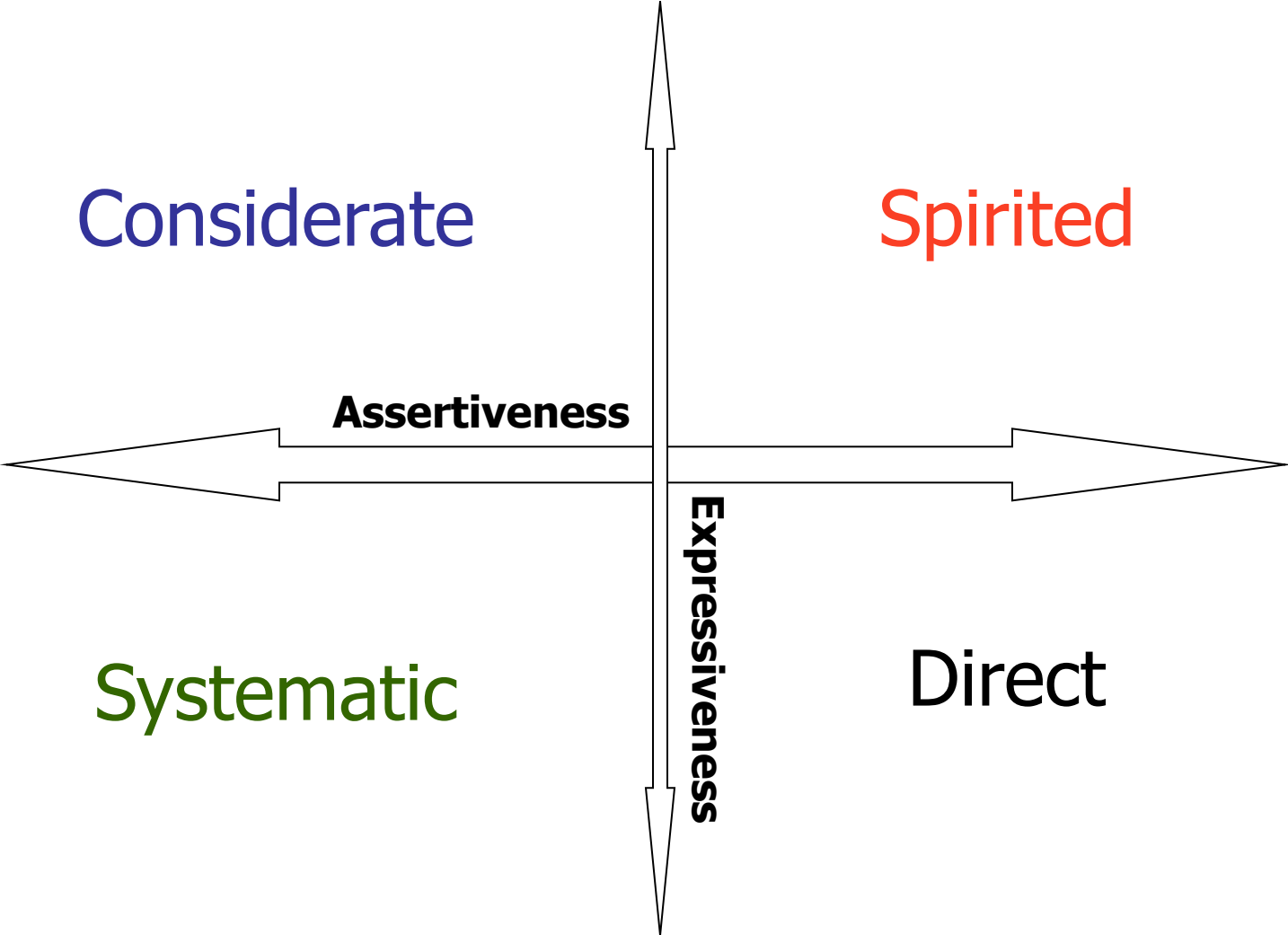
High

Expressiveness

Systematic

Direct

Low



So.....

How do we deal
with all these crazy
people???

Dealing With Direct People

- Goals
- Objectives
- Businesslike
- Facts
- Well-organized
- Brisk

Dealing With Spirited People

- Inspiration
- Supportive
- Patience
- Participation
- Entertaining
- Sharing

Dealing With Systematic People

- Facts
- Organized
- Written
- Systematic
- Through
- Patient

Dealing With Considerate People

- Relationships
- Feelings
- Needs
- Informal
- Relaxed
- Trust

Put it into practice - as a **Team**

- Identify the styles on your team.
- Discuss the differences, strengths, trouble spots.
- Ask team members to “own” their style.
 - create accountability
- Keep the style conversation alive.
- Leverage strengths.
- Don't focus on trouble spots.

Put it into practice – **Individually**

- Identify the styles on your team.
- Be aware of styles in day-to-day dealings.
- **PREPARE** for styles in more “formal” interactions (presentations, etc.)



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Jessica Badowski | Owner, toobusygals

p.614.394.2823 | jessica@toobusygals.com

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