

Communication style assessment explanations

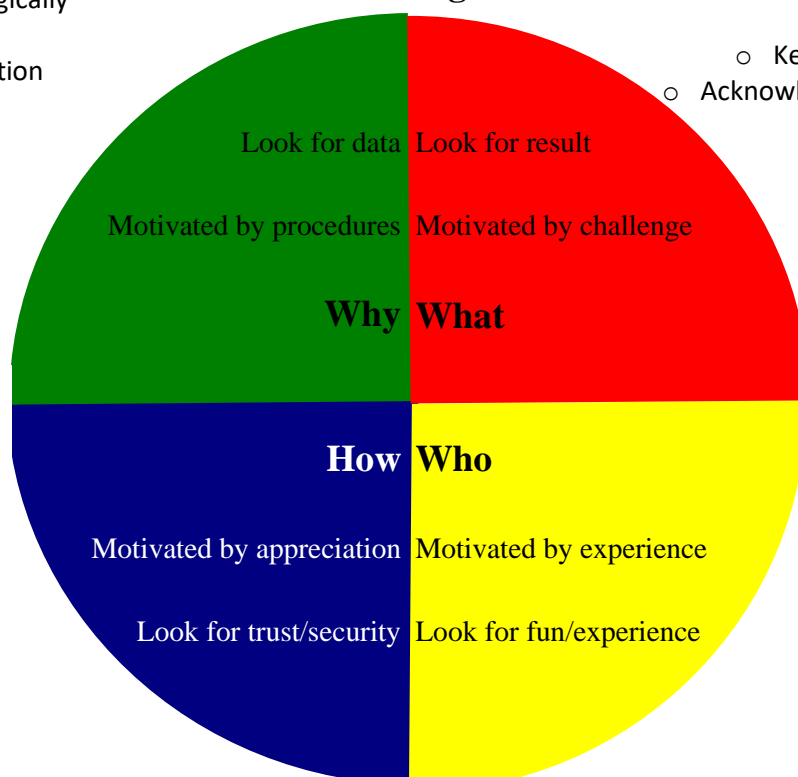
Characteristics

- Logical
- Decides after evaluation
- Wants appreciation for job done – but does not want to be condescended to
- More concerned with ideas and principles than people
- May be self-critical

Possible approaches

- Acknowledge skill
- Present facts and information
- Present ideas logically
- Speak calmly
- Avoid over-emotion

- **Pessimistic**
- **Introverted**



- **Direct**
- **Task oriented**
- **Thinking**

Characteristics

- Direct
- Results-oriented
- Loves change and challenge
- Decides quickly
- Risk taker
- Seeks solutions
- Can be hasty

Possible approaches

- Be direct and to the point
- Focus on the new and exciting
- Mix facts and feelings
- Focus on actions
- Keep the how/whys brief
- Acknowledge desire for speedy results

- **Optimistic**
- **Extraverted**

Characteristics

- Nice
- Can be slow to change
- Avoids confrontation and conflict
- Wants harmony
- Likes to know motivations
- Intuitive

Possible approaches

- Take interest in them as people
- Establish rapport
- Speak calmly
- Focus on people
- Talk about 'gut' feelings
- Explain the why

- **Indirect**
- **People oriented**
- **Feeling**

Characteristics

- Fun
- Enthusiastic
- Optimistic
- Unstructured
- Can be mischievous
- Forms opinions from feelings
- People-oriented

Possible approaches

- Use humour
- Talk about feelings
- Be passionate
- Focus on the positive
- Explain the why
- Don't take topic too seriously

Collaborate to Influence – Virtual Peer Support

These are the statements previous DSC classes identified as being collaborative and influencing behaviours. **You can use these as a self-assessment, scoring yourself 1(low) to 10(high) on how well you do at each. Once you have scored, identify some action you can take around each area for improvement.**

- I target the message well and clearly
- I clarify my vision to myself and share it with others in a way that is digestible for them
- I invite feedback from others on my own behaviours and actions
- I listen effectively, silencing the inner talk and being present for others
- I am generous with my time and clarify to others when I am and am not available
- I come to meetings and discussions prepared and ready
- I consider my own role within the team acknowledging my strengths and areas for improvement
- I consider and acknowledge the role and contributions others bring to the team
- I ask effective questions, purposeful and free from judgement.
- I reflect on my own practices and behaviours and identify areas for improvement
- I provide information clearly enabling others to make informed decisions and choices
- I am open to change and prepared to see and hear new ways of doing things
- I recognise different personalities and adapt communication style
- I look for common ground to build rapport, share interests and seek solutions
- I focus on the cause/need in the situation not my own position or gain within it
- I prepare myself for meetings or presentation through practice and 'dry runs'
- I consider the needs and concerns of all stakeholders, aiming for a win win for all outcome
- I develop my 'gift of the gab' ensuring that I articulate what I mean in a way that will land well.
- I am sincere in my feedback, expressions and opinions
- I used evidence based facts to back up propositions or ideas.
- I own up to mistakes or miscalculations and move myself and others forward

These are what came up in the Chat in our session

Understand stakeholders priorities

Co-creation of solutions

Consider the other person's point of view

Stand in the shoes of the other party

Support others

Acceptance of conflicting points of view

Researching in detail what the context all parties are operating in

Give them sufficient airtime to speak

Stating that we're trying to find the best result for the organisation / service user

Objectivity; empathy; active listening

Some times no response is the best response in conflict I believe.

What don't/can't they listen?

Not the answer they want to hear

Always seems lower priority when compared to patient care

Getting them away from "we need more money to do more delivery"

Getting the right level of detail

Lack of financial expertise within our trustee board.

If I had a £ for every time somebody says to me 'I don't do numbers' I'd be very rich!

Too much information that clouds the important message

Making you feel responsible for the outcome

There's a fear of "numbers" so people automatically switch off

Fundraising focusing on easy wins, rather than strategic funding where most needed

Accounting jargon

My brain works in numbers and theirs work in words.

Financial constraint directly linked to resource capacity and therefore impact delivery

Different priorities and tight resources

Only finance gets the scrutiny, others get a pass for saying they are contributing to charity outcomes

Explaining finance to non finance people

What makes as effective message?

Timing

Brevity

Relevance

Evidence

Language

Concise

One that people are interested in

Consider your audience

Speak with confidence and experience

Clear directions

Saying "this is important"

I believe if we know our audience and engage on their level so they can understand better.

Passion

Speak with respect

Believe in what you say, based on your beliefs and underlying actions

Explaining the "so what?"

Giving focus - "we need to make a decision"

Agree / align on the start point

Questioning Considerations

Effective questioning is essential.

Use **open questions** - good questions to use ask start with

- 'WHAT?'
- 'WHEN?'
- 'HOW MUCH/HOW MANY?'
- 'WHO?'
- 'WHERE?'
- 'TELL ME ABOUT'

Use **probing questions** to gain understanding.

- Are you saying
- You mentioned 'x' – can you tell me more about that
- You referred to 'x' – who/what is that?
- What are your thoughts/feelings/views on this so far?

Link questions – useful to move people on from a point

'THAT'S REALLY USEFUL, I WOULD LIKE TO MOVE ON AND DISCUSS . . . '

Comparison questions – useful for if you are getting conflicting messages from your 'report'.

'As i understood it, last time we met you said . . . now the situation is . . . could you please explain the difference so I am clear with what has happended?'

Be positive and constructive, do not be aggressive or negative.

Focus on future and solutions, not problems and the past

Avoid using some types of questions

Be careful when using **'WHY?'** It can come across as negative

Closed questions e.g yes/no responses don't allow conversations to open up. They can however be useful to confirm details

Avoid asking **multiple questions** as they can cause confusion or you only the get the answer to the first or last question

Asking the right questions ... the right way.

Right down a few questions you would like to ask the other party. You can make it as raw as you like and then clean it up through the further prompts

Questions I'd like to ask

-
-
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Taking one question at a time, consider the impact of how this question might 'land' with the other person
Will it cause offence, defensiveness, confusion, withdrawal from discussion/close down? Does it provide the person with the opportunity to give you the information you need? Does the question 'trap' the other person in to an answer or back them into a corner?

What is your *purpose* in asking this question? Desired outcome?

How likely is it that the question will help you achieve this outcome?

How might you rephrase this question?

Check the question for 'trigger' words, judgement, ambiguity.