

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

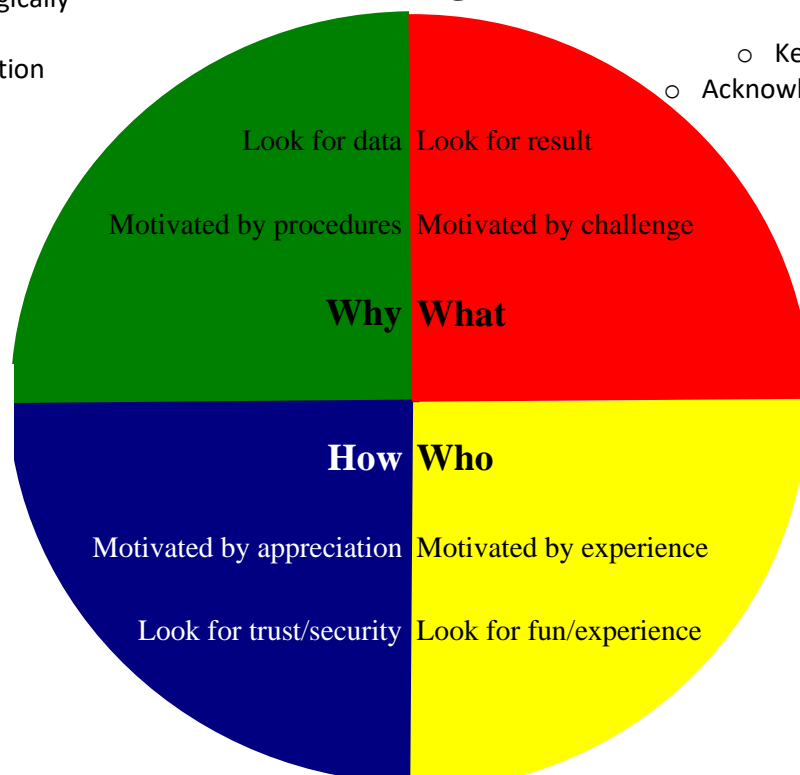
Characteristics

- 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

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



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

- **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