

How Are You Communicating With Others?

Communication Styles

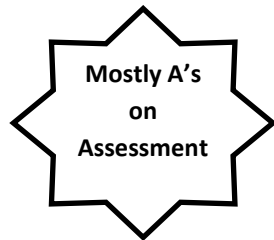
Are there some people you just can't get along with? Identifying the person's Communication Styles can greatly increase your relationship effectiveness. The four Communication Styles:

1. Pragmatic
2. Expressive
3. Amiable
4. Thinker

What are they like – how do you recognize them?

Pragmatic - Motivated by – Results & Being in control Backup Behavior – Domineering

- Desire change
- Formal
- Fast decision makers
- Innovative
- Like options
- Results-oriented
- Business-like
- No small talk
- Control of others
- "Don't waste my time"
- Bottom line
- Basic facts



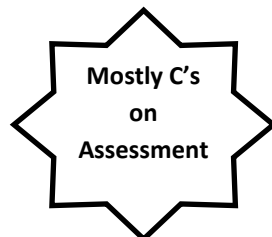
Expressive: Motivated by – Attention & Variety Backup Behavior – Attacking

- Optimistic
- Disorganized
- Love fun things
- Quick decision makers
- Emotional
- Tenacious
- Impractical
- "Don't beat around the bush"
- Like contact with people
- Poor follow-up
- Friendly and open
- Quick decision based on Excitement



Amiable - Motivated by - Harmony & Confirmation Backup behavior – Gives In

- Loyal
- Possessive
- Slow decision maker
- Sets up boundaries
- Hates high pressure
- "Patience is a virtue"
- Thinks long term
- Slow to change
- Overloads themselves
- Difficult time saying no
- Great meeting planners
- "Is everybody ok?"



Thinker: Motivated by – Information & Quality Backup behavior – Procrastination

- Information overload cannot happen
- Perfectionists
- Facts to the max!
- Everything must be just right
- Curious
- Slow decision makers
- Always be accurate
- Straight facts and all details
- Logical choices
- Don't like the push and shove of decision making
- Don't like overly aggressive people



How Are You Communicating With Others?

Hints to remember when dealing with a:

- Pragmatic

- Give them choices
- Never tell them what to do
- Let them control the agenda

- Expressive

- Help them tie up loose ends
- Remind them of their commitments
- Support their visions and dreams
- Ask them about something fun

- Amiable

- Never attack the other person or issue
- Focus on relationship 1st, business 2nd
- Help them deal with relationships

- Thinker

- Double check your work!
- Give them lots of backup detail
- Give them proof statements

Why do I need to know all this?

To maximize your success in relating to people, you want to try to be “LIKE” them. You want to recognize their communication style and do your best to FLEX to the way they like to do things.

This isn't about changing who you are!

This isn't about being phony!

What it is about is being FLEXIBLE!



******* Your communication style DOES NOT mean that's how others perceive you *******