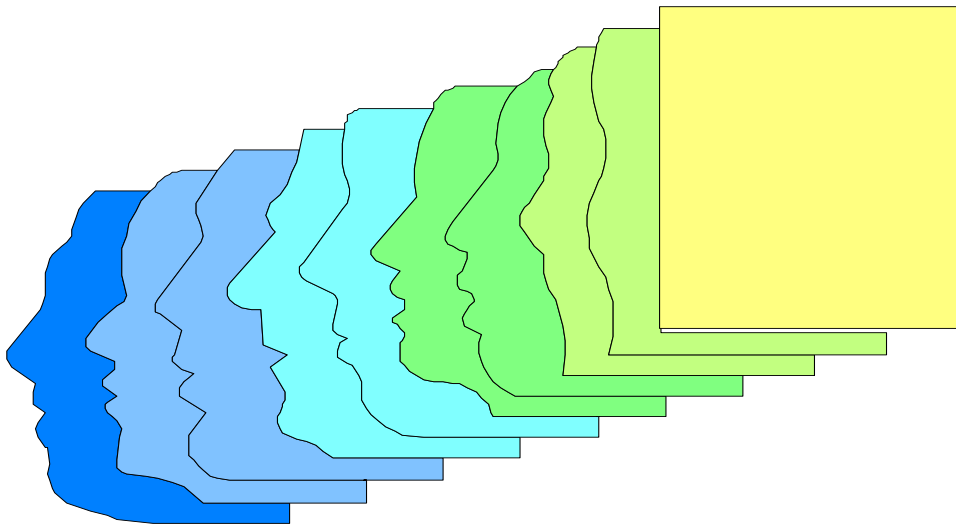


# Succeeding with Others



## Communications Styles

Transition Matters, Inc.  
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[transitionmatters@msn.com](mailto:transitionmatters@msn.com)  
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-Helping organizations and individuals  
realize tomorrow's possibilities® -

## Communication Styles and Success

Be sure to select one statement from each of the pairs. Put an "X" in each correct box.

Demonstrates less energy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Demonstrates more energy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More animated body movement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More controlled body movement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More tentative when expressing opinions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Less tentative when expressing opinions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Less use of hands in a descriptive way when talking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More use of hands in a descriptive way when talking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More likely to lean backward when stating opinions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More likely to be erect or lean forward when stating opinions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Less facial animation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More facial animation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More forceful gestures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Less forceful gestures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More people-oriented conversations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More task-oriented conversations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Softer spoken	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Louder voice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Appears more fun-loving	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Appears more serious	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More likely to ask questions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More likely to make statements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More inflection in voice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Less inflection in voice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More apt to exert pressure for action	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Less apt to exert pressure for action	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Less apt to show feelings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More apt to show feeling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Slower to resolve problem situations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quicker to resolve problem situations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More oriented towards facts and logic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More oriented towards feelings and opinions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Faster-paced	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Slower-paced	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More likely to use small-talk and tell stories	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Less likely to use small-talk or tell stories	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Total Score</b>	<u>Y</u>	<u>D</u>	<u>R</u>	<u>O</u>

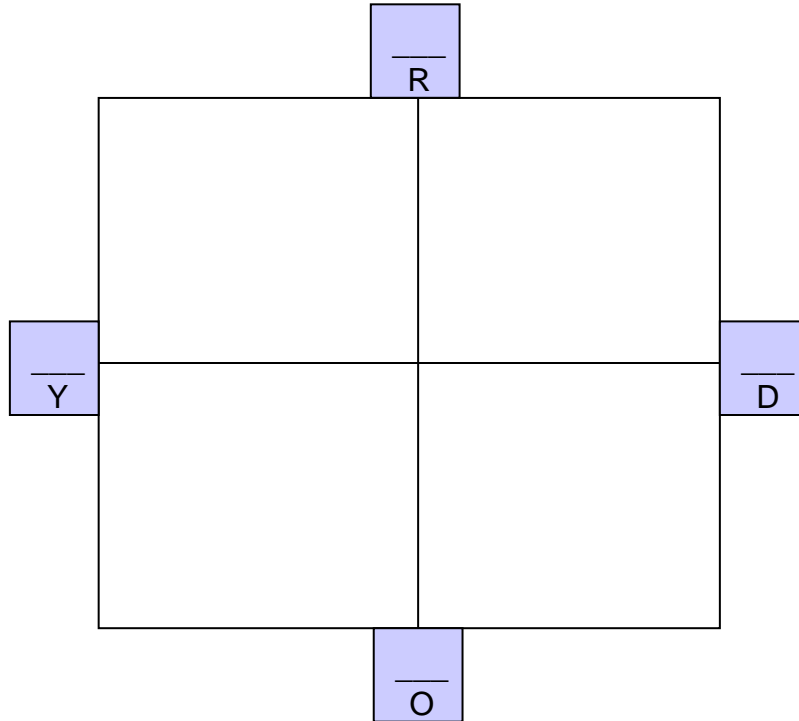
## Style Self Score

Y = Yielding

D = Dominant

O = Outgoing

R = Reserved



## Communication Styles Preference Assessment

### Communication Styles

Your success may depend to a large degree on how well you interact with others on a daily basis. Because each interaction has the potential of working for or against you in achieving the results you desire, knowing how to communicate effectively in your day-to-day interactions with others is the *key* to increasing a leader's ability to achieve personal and organizational success.

Adaptability is a measurement of an individual's interpersonal awareness and ability to make appropriate changes to behavior that leads to mutual success. It is the single biggest factor in determining a supervisor's effectiveness. Adaptability is a way of adjusting to someone's process and building rapport and trust.

***“Those who are the most agile and flexible, those supple enough to adapt to the shifting conditions will succeed.”***

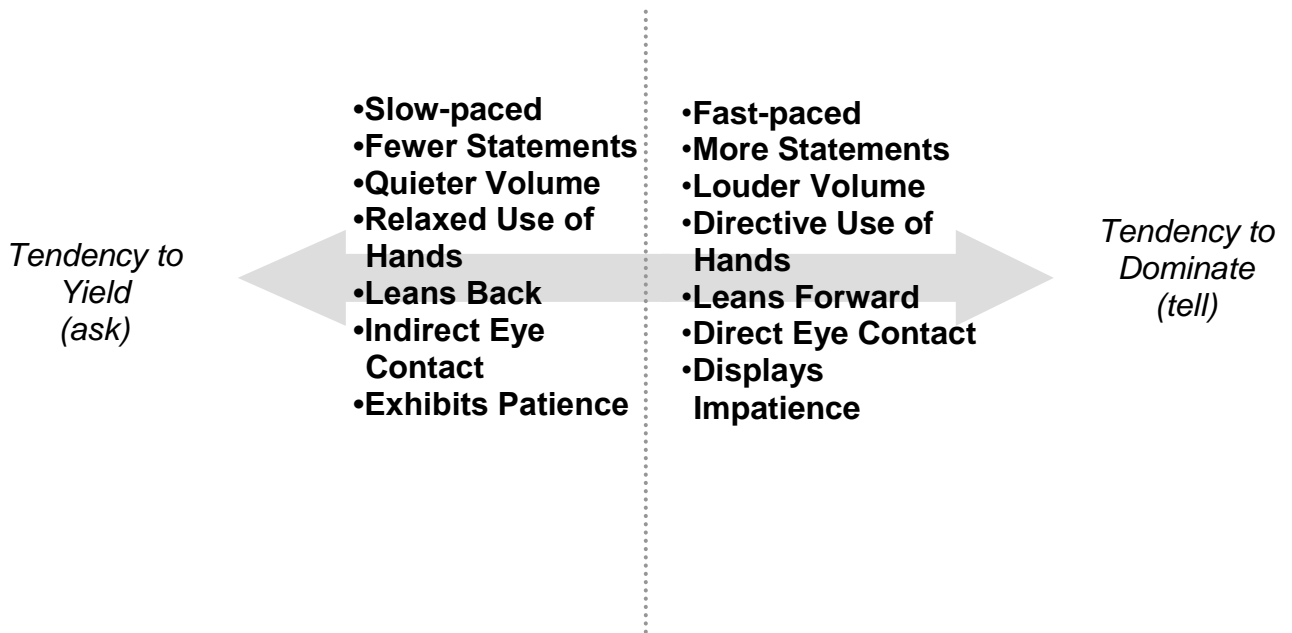
*-Kouzes and Posner*

## Dimensions of Style

### X Axis: The Assertiveness Dimension

A dimension of behavior that measures the degree to which others perceive a person as tending to yield or dominate in interactions with others.

The two descriptive anchors for the Assertiveness scale are tending to *yield* on the left side of the continuum and tending to *dominate* on the right side of the continuum.

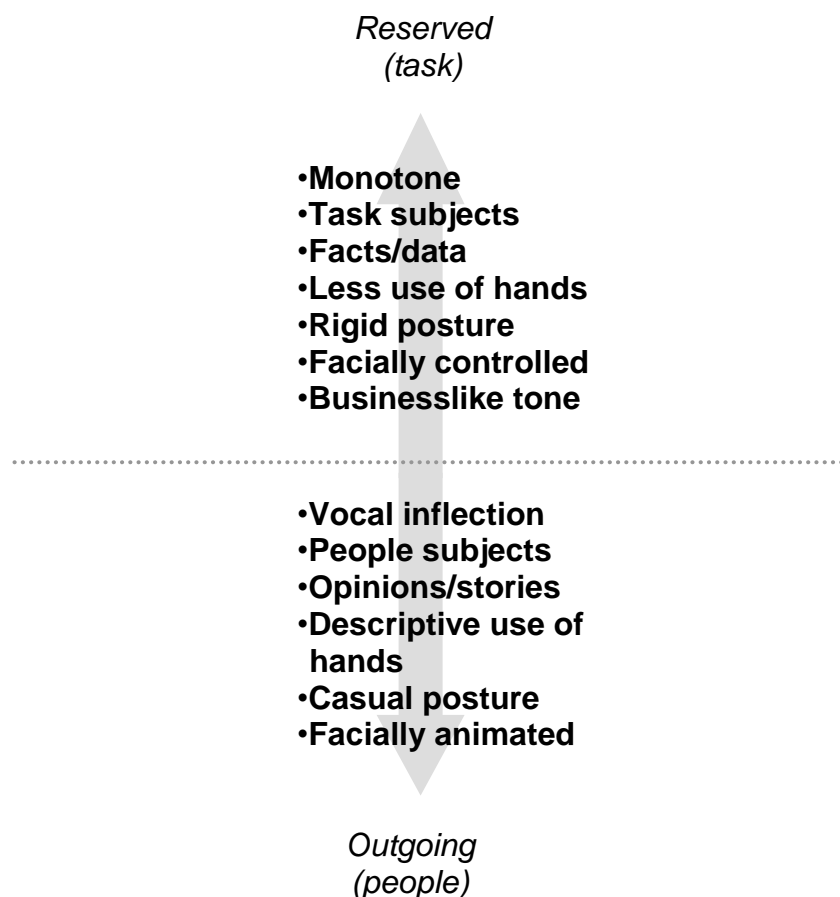


Using the various adjectives and descriptors that anchor both ends of the Assertiveness scale, you can describe a theme in a person's performance based on how the individual tends to behave over time.

## Y Axis: The Responsiveness Dimension

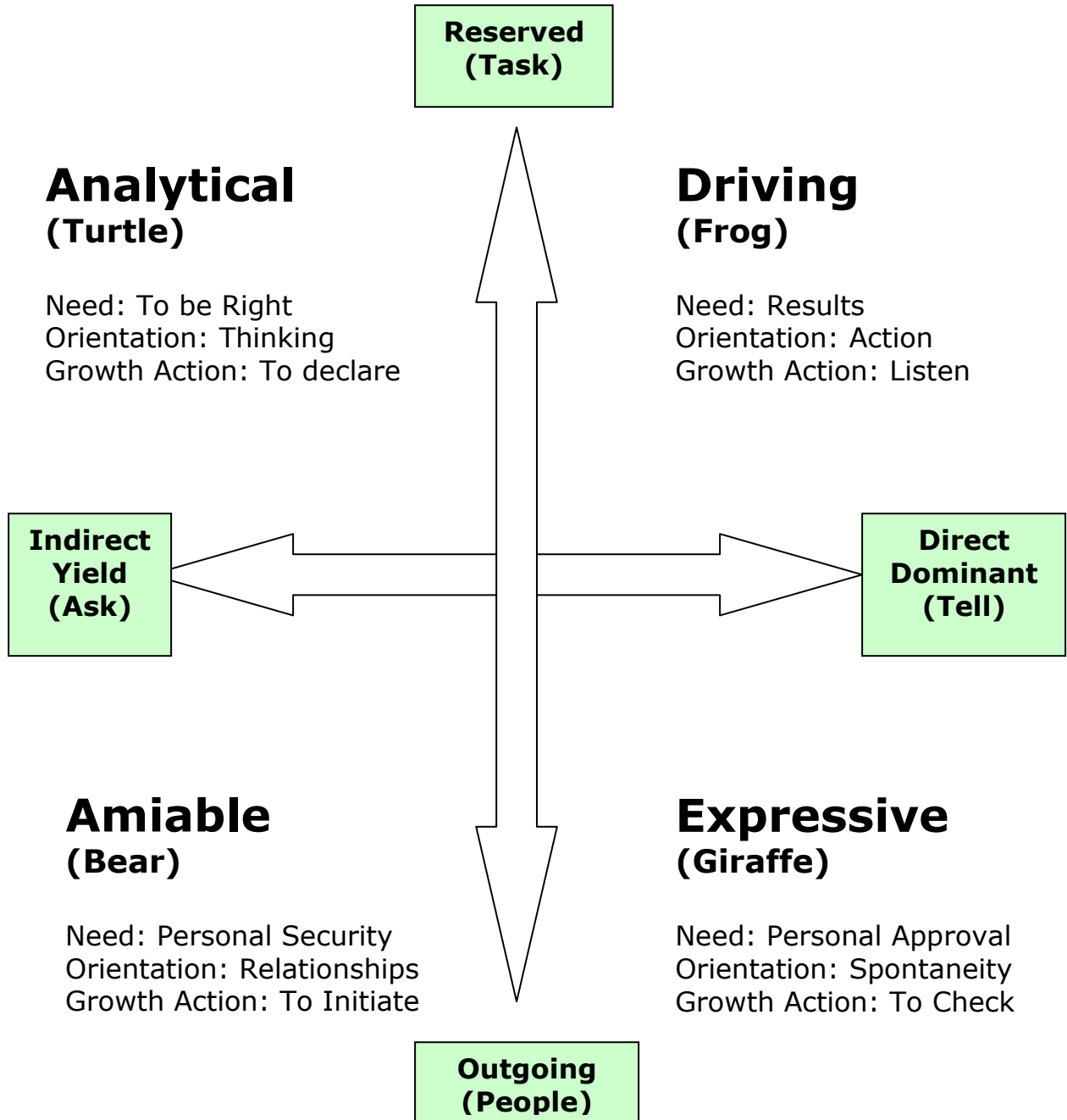
A dimension of behavior that measures the degree to which others perceive a person as tending to be more reserved or outgoing in his/her display of his/her emotions.

The two descriptive anchors for the Responsiveness scale are tending to be *reserved* on the left side of the continuum and tending to be *outgoing* on the right side of the continuum.

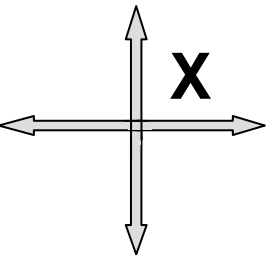
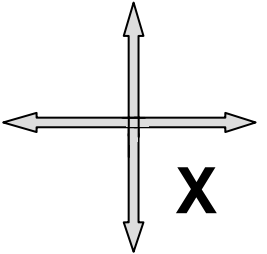
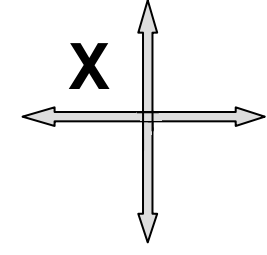
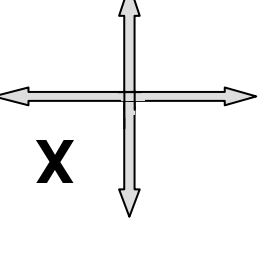


Using the various adjectives and descriptors that anchor both ends of the Responsiveness scale, you can describe a theme in a person's performance based on how the individual tends to behave over time.

## The Four Styles



**Traits of the four styles**

<b>Driving – Dominant, Reserved - aka Frog</b>		
	<ul style="list-style-type: none"> <li>•Candid</li> <li>•Practical</li> <li>•Serious</li> <li>•Determined</li> <li>•Fast-Paced</li> <li>•Independent</li> <li>•Efficient</li> </ul>	<ul style="list-style-type: none"> <li>•Results-focused and bottom-line oriented</li> <li>•Focus on the immediate time frame</li> <li>•Have a “just get it done” mentality</li> <li>•Decisive and to the point</li> <li>•Appear to show little concern for others feelings</li> <li>•Impatient with delays</li> </ul>
<b>Expressive Style – Dominant, Outgoing - aka Giraffe</b>		
	<ul style="list-style-type: none"> <li>•Enthusiastic</li> <li>•Stimulating</li> <li>•Forceful</li> <li>•Spontaneous</li> <li>•Personable</li> <li>•Promotional</li> <li>•Creative</li> </ul>	<ul style="list-style-type: none"> <li>•Make decisions quickly and are impulsive</li> <li>•Generate enthusiasm</li> <li>•Playful and fun-loving</li> <li>•Dream about the future with intuitive visions</li> <li>•Spontaneous, imaginative and creative</li> <li>•Prefer the big picture over the specifics</li> </ul>
<b>Analytical Style – Yielding, Reserved - aka Turtle</b>		
	<ul style="list-style-type: none"> <li>•Methodical</li> <li>•Orderly</li> <li>•Thoughtful</li> <li>•Serious</li> <li>•Industrious</li> <li>•Formal</li> <li>•Disciplined</li> </ul>	<ul style="list-style-type: none"> <li>•Are organized and good planners</li> <li>•Are careful decision-makers and thought sharers</li> <li>•Base work and life on facts, principles, and logic</li> <li>•Appear cold and detached</li> <li>•Set high standards and focus on the details</li> <li>•Are perfectionists and critical</li> </ul>
<b>Amiable – Yielding, Outgoing - aka Bear</b>		
	<ul style="list-style-type: none"> <li>•Dedicated</li> <li>•Respectful</li> <li>•Diplomatic</li> <li>•People-Oriented</li> <li>•Casual</li> <li>•Supportive</li> <li>•Cooperative</li> </ul>	<ul style="list-style-type: none"> <li>•Good team players</li> <li>•Prefer to stay with the comfortable and the known</li> <li>•People-oriented, supportive and empathetic</li> <li>•Indecisive and risk adverse</li> <li>•Seek personal motives in the actions of others</li> <li>•Bring harmony to social situations</li> </ul>