

COMMUNICATING EFFECTIVELY

Help employees adjust their communication style to meet the preferences of their colleagues, manager or direct reports.

ANALYTICAL	<ul style="list-style-type: none"> Ensure accuracy. Provide the executive summary. Present just the facts and keep it short and sweet. Offer information to analyze. Get to the bottom line. 	<ul style="list-style-type: none"> Allow for brainstorming new ideas. Give freedom to reach the goal in varying ways. Provide the big picture and skip the details. Allow for tangents. Give time to think out-of-the-box. 	CONCEPTUAL
STRUCTURAL	<ul style="list-style-type: none"> Provide all the facts and details. Avoid surprises. Stay within established guidelines. Allow time for questions and clarification. Give information in writing. 	<ul style="list-style-type: none"> Ask for and value their input into decisions. Allow some non-work conversation to break the ice. Avoid sarcasm and be sincere. Watch for non-verbal cues (e.g., eye contact and body language). Give more than just the facts. 	SOCIAL

1/3 ← **EXPRESSIVENESS** → **3/3**

Use subtle facial expressions and movements to communicate.

Use expansive facial expressions and movements to communicate.

1/3 ← **ASSERTIVENESS** → **3/3**

Be more mild in the way you state your opinion.

Be direct in the way you state your opinion.

1/3 ← **FLEXIBILITY** → **3/3**

Suggest fewer changes.

Allow for change and revision.