



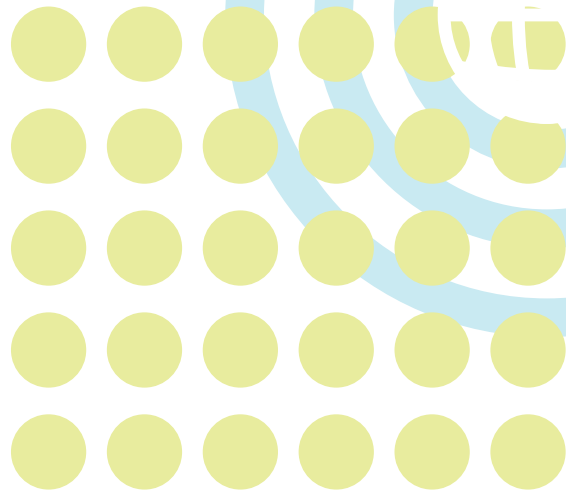
# STYLES OF COMMUNICATION

# FOR TODAY'S LEADERS



# STYLES OF COMMUNIO

Employee Engagement



# COMMUNICATION

**C**ommunication determines the quality of relationships. Have you ever been talking to someone who you knew was not really listening to you? It can be frustrating. Focusing on individual communication is the only way to improve relationships and thus the effectiveness in the workplace. Communication impacts personal growth in developing mutual respect and understanding. The quality of the relationship also determines how well individuals are able to communicate with others. Interestingly, styles of communication differ from person to person depending on personality type and how they view the world and those around them.



# WHO ARE YOU CONCERNED ABOUT?

Our four styles of communication depend on empathy and advocacy. In this situation, we are defining empathy as concern for others and advocacy as having concern for oneself. In conversation, it is important to experience both of these emotions for conversation to thrive. There is a need for individual confidence on behalf of the speaker and the listener so each person feels comfortable fulfilling both roles.

## ME FIRST

There is nothing wrong with talking about you! It is great for dialogue and allows communication to flow. However, if you can stop talking about yourself long enough to listen to someone else... optimal communication is possible. It is critical to understand that talking about yourself is a slippery slope in communicating with others. If you have high advocacy, you tend to dominate each situation and always manage to turn the topic back to yourself. For some people, they hate to be in the limelight whereas others thrive when they get attention. Communication needs to be a two way street.

## ACCOMMODATION STATION

On the exact opposite side of the spectrum, some people love to linger and give others the attention they need. Unfortunately, this hinders communication just as much, if not more, than those who are dominating the conversation. Feel free to express your opinion! Everyone deserves to be heard. The important thing is that you value your own opinion and share it openly. It is good to be confident in your communication tactics.



**“IF YOU  
IMPORTANT  
DON'T TRY TO BE  
USE A PILE DRIVER  
THEN COME BACK  
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A TREMEND**

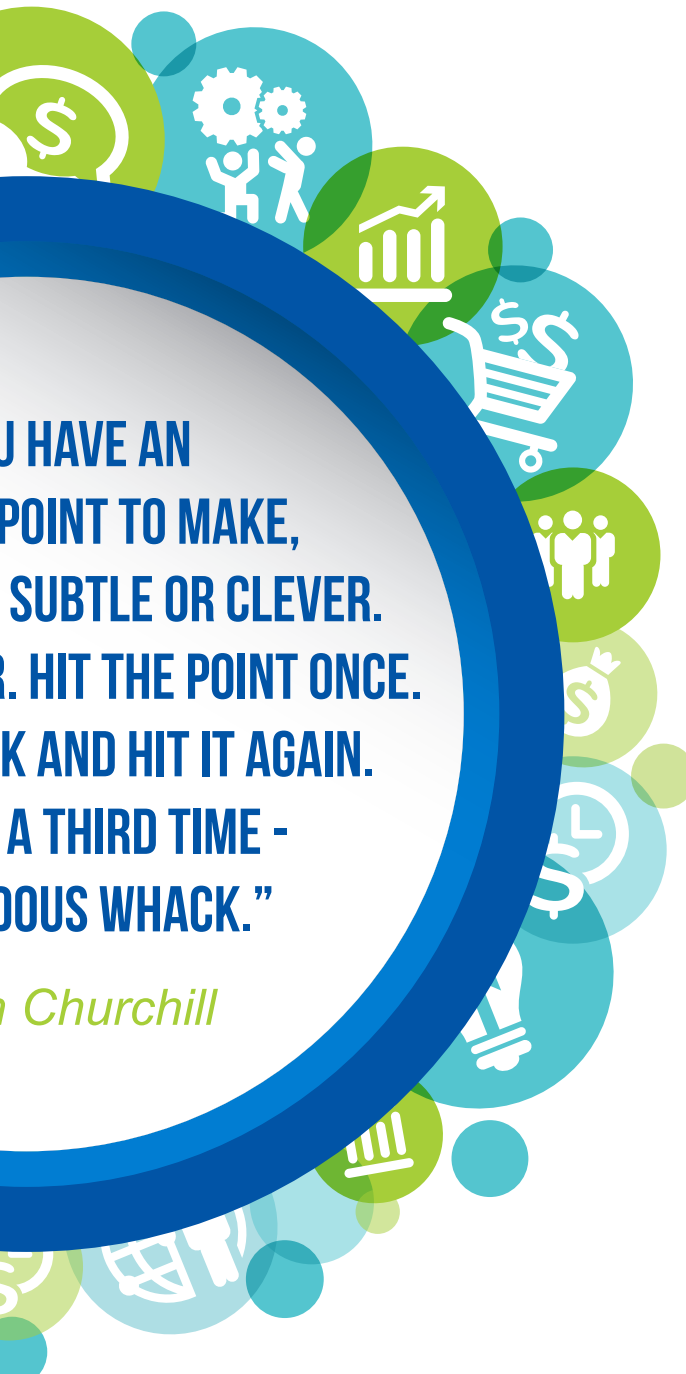
*-Winston*

## CAN YOU HEAR THE SILENCE?

Although a large amount of people are good communicators, there are always people who completely avoid dialogue at all cost because they are low in both advocacy and empathy. Many times, this develops from a struggle to see the importance of having daily conversation and interaction. Other times, it can be from fear of judgment or having the need to be accepted.

## PROFOUND COMMUNICATION

Finally, there are people who have perfected the art of communication and mutual dialogue. These people are those who are able to go both deep and wide in relationships, both inside and outside of the workplace. When you take time to learn how to communicate well, the benefits go far beyond the walls of your office. Good communication is a skill that you will be able to use in all aspects of your life and it will help you enhance important relationships.



**YOU HAVE AN  
POINT TO MAKE,  
SUBTLE OR CLEVER.  
R. HIT THE POINT ONCE.  
K AND HIT IT AGAIN.  
A THIRD TIME -  
OUS WHACK.”**

*Churchill*

It is crucial that you are able to communicate clearly. Misunderstanding halts effectiveness and productivity. Always be willing to listen to other people's thoughts and opinions as well as being confident to share your own. Don't look at the world through rose colored glasses! Communicate well and learn to see the world through other people's point of view.

