




Making the Connection: Effective Communication

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Objectives

- Gain an appreciation for the diversity of individuals from communication and style perspective
- Understand the primary and secondary style one employs when communicating with others
- Determine how and when to adjust one's individual style to facilitate increase understanding
- Apply the knowledge gained in the program to determine the preferred communication style of others

Use this knowledge and tool to assist in
MAKING THE CONNECTION

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- Research Companies - Finding out general information will allow you to ask intelligent questions of the recruiter, and learn where you might fit in at the company
- Resume - It is essential to have a resume that reflects your current skills and experiences, as most companies will be forwarding copies of resumes to many departments within their organization. Typos, grammatical errors, and inaccurate information are out of the question. The second an employer sees any of these, he or she will instantly lose faith in you. Make sure that others have proofread your resume for accuracy; your program coordinator in the Office of Co-op & Career Services is available to check it over. And, of course, the resume itself must be well written and your accomplishments clearly stated. Be prepared to print many copies.



Why is Relationship Building Important?

I need to move the project forward but we can't seem to agree on what to do first

My manager is frustrated with my lack of progress

Every time I try to talk about the project in a meeting I seem to lose control of the discussion

I thought that we connected? I am not sure why I haven't heard back from them.

**Communication barriers are everywhere:
We ultimately share the same goals and the goals are only achieved through people.**

When I talk to my team about this they all seem to have different views

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Describing My Own Style

Group 1

Enthusiastic
Outgoing
Persuasive
Spontaneous
Ambitious

Group 2

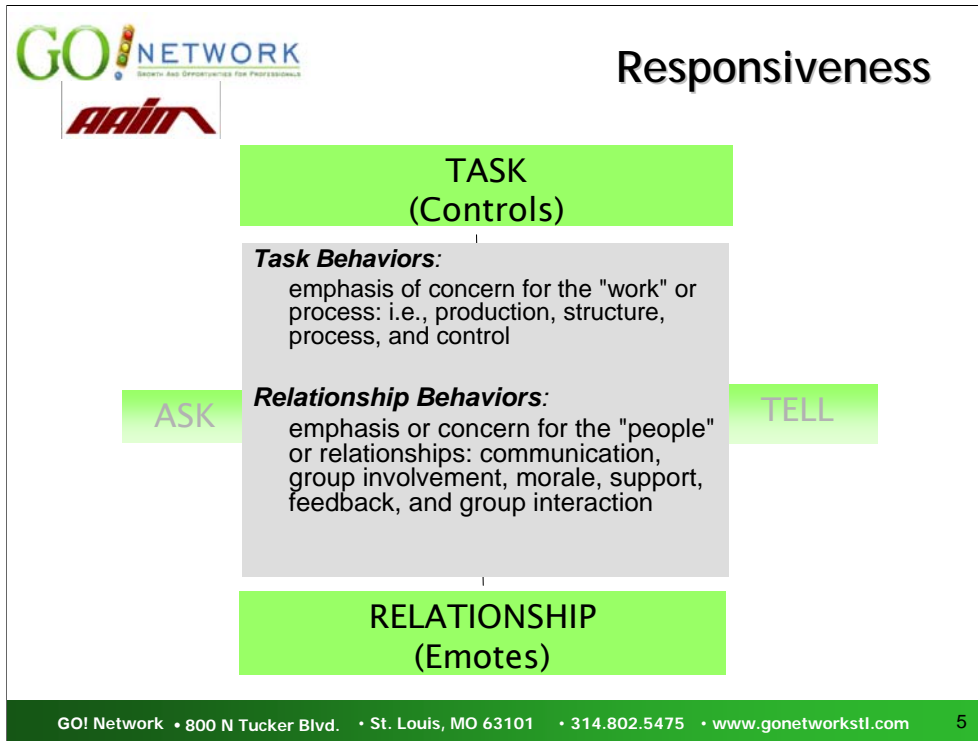
Candid
Strong-willed
Results-oriented
Independent
Decisive

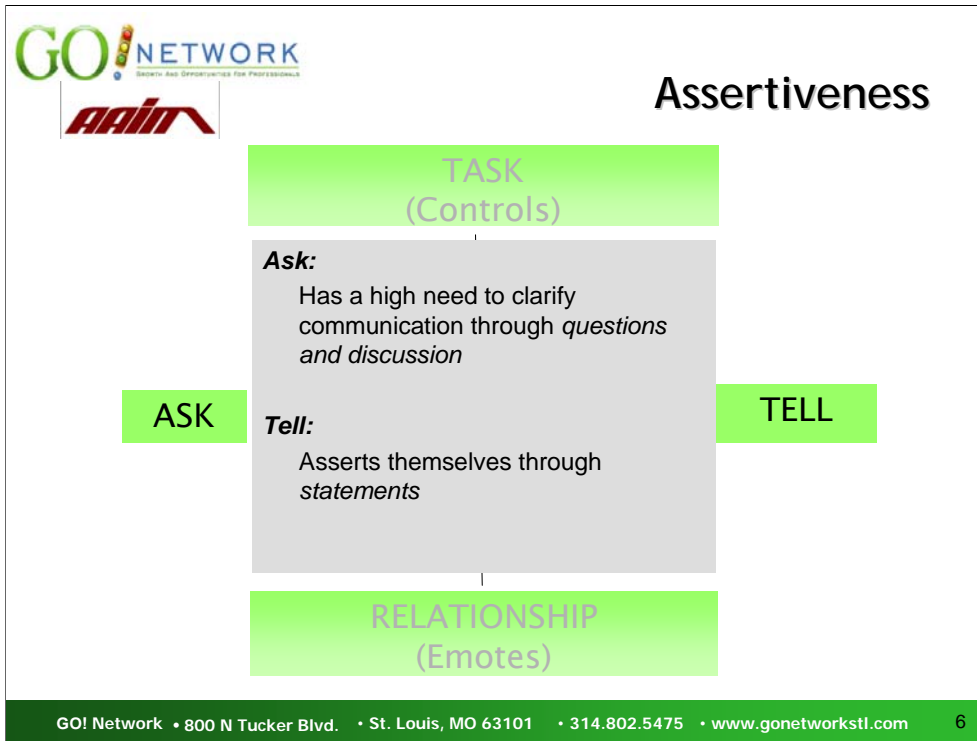
Group 3

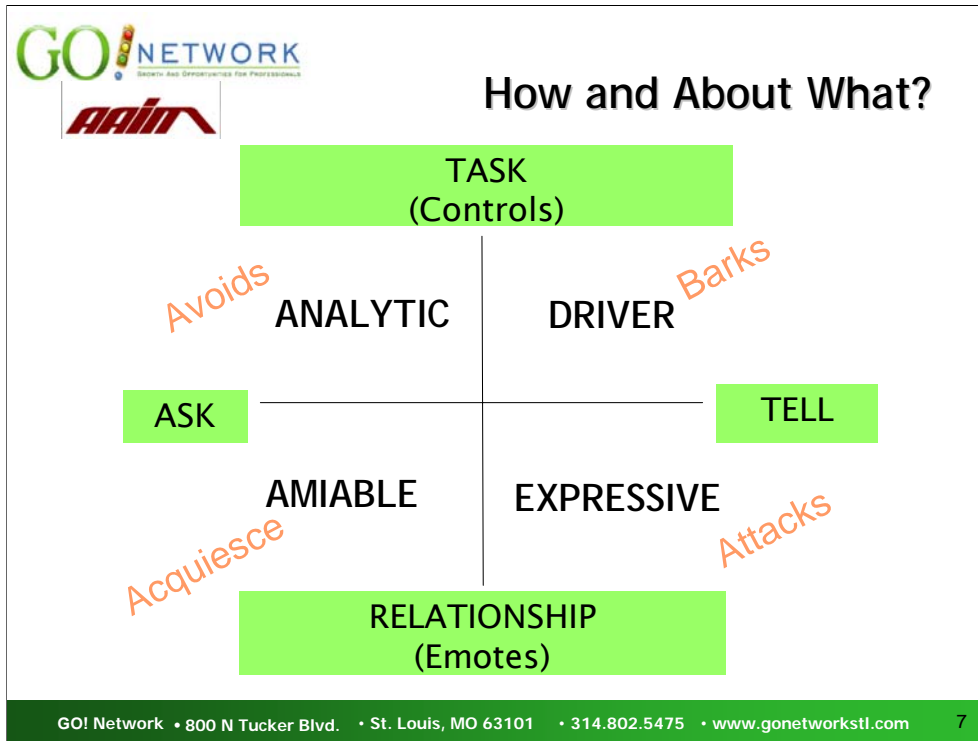
Organized
Thorough
Logical
Accurate
Systematic

Group 4

Diplomatic
Loyal
Supportive
Cooperative
Dependable









Human Behavior

THE TRUTH'S

- RULE #1 Humans are creatures of habit**
- RULE #2 Humans behave in ways that meet their needs**
- RULE #3 Humans are always behaving**



Human Behavior

- **Style when stressed**
- **Measures personal value by**
- **Specialty**
- **For growth needs to**
- **Wants to save**
- **Need a climate that**
- **Words used to describe**
- **May be viewed as**



Verbal and Non-verbal Cues

- **Voice inflection/Emotion**
- **Pace**
- **Animated Body Language**
- **Eye Contact**
- **Decision Making**
- **Stress**



Key Reminders

- **There is no best Social Style position**
- **Your style is not your whole personality**
- **Your style profile represents a theme in your behavior**
- **Your style has growth actions**
- **You need to challenge yourself to build effective relationships with others**



Flexing Your Style

- They are looking for you to be
- They are interested in
- For decision making give them
- Pace
- They seek
- They want you to support their
- They want to save
- Persuade them by answering



Flexing Your Style

- **Engage the individual by...**
- **Factors that will create dissatisfaction or tension are...**



Putting the Learning Into Practice

Practice Interviewing

3 roles:

- **Interviewer**-Reveal your style
- **Interviewee**-Modify your style to better engage with the Interviewer
- **Notetaker**-lead your team through a feedback discussion based on notes you have taken



In Conclusion

**Seventy-five percent of the world
communicates differently than you do.**

How do you bridge the gap?

Resources:

Social Style/Management Style, D. Bolton and R. Bolton

People Styles at Work, D. Bolton and R. Bolton

www.tracomgroup.com

www.wilsonlearning.com