

# Communication Styles

We all have a preferred way of communicating. Once we understand our own communication style and the styles of others, we can adapt our communications in ways that will build rapport and develop understanding .

Here are some guidelines for communicating with others according to communication styles:

**Thinkers:** Present ideas as low risk, give opportunity to be analytical, exercise logic, use facts, use structure, tie new things to old

**Phrases they like to hear:** "I appreciate the *hard work* it took for you to *organize* all this data." "Let me talk you through this proposal *step-by-step*." "Before we start, let me bring you *up-to-date*." "Lets look at this in a *logical, systematic way*." "Why don't you *study it over* and I'll get back to you."

**Relators:** Stress worthwhile, idealistic appeals, ask for their help, appeal to excellence, show concern, emphasize self-development

**Phrases they like to hear:** "I understand your *feelings* about this problem." "Why don't we *talk* about it over lunch?" "Are you *comfortable* with this idea?" "People on your *staff* will like it this way. "

**Soicalizers:** Like the chance to do things with others, use humorous appeals, let them know you are pleased, provide opportunity to be in the spotlight

**Phrases they like to hear:** "I have a rather *unique approach* for you- something that has never been tried." "This will pay off even more in the *future*." "This approach fits well *with your ideas* regarding..." " *Your ideas* really helped me think this through."

**Directors:** Offer opportunity, give more responsibility, challenge, provide resources to allow for achievement, give authority

**Phrases they like to hear:** "We can get on it *right now*." "This will have almost *immediate* payback." "Suppose I skip the details and just hit the *highlights*." "We tried to choose the most *practical* approach we could find." "I only need *five minutes* of your time."

*Communicating At Work* by Alessandra, Tony, Ph.D. And Hunsaker, Phil, Ph.D.

For more information on effective communication, please attend our workshop Communication Skills and see our course catalog.

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