



# MY COMMUNICATION STYLE

## *Purpose & Focus*

Helps participants recognize how they express themselves and understand how different ways of communicating and learn more tolerance for one another's communication style.

## *Participants*

Any number of participants.

## *Time Allotment*

30 + Minutes

## *Activity Level*

Low

## *Materials*

- Communication Styles Inventory
- Communicating for Results
- Pencils or pens

## *Preparations*

Read over and make sure you understand the supporting materials before conducting this group exercise.

## *Method*

- Have each participant identify their basic communication style by completing the inventory. Provide help and support.
- Have the participant circle any word in each box that best describes their personality. Circle any word that feels "right". Don't think too hard!
- Have each participant score the inventory and place the numbers in each area located at the bottom of the inventory.
- The highest score will tell them what communication style they operate in most of the time. The second highest score determines their next most used communication style.
- Let the participant look over the descriptions of the style combinations.

## *Discussion*

- Every type of communication style has some positive and negative parts. Do you think your style can make you misunderstood sometimes?
- Do you ever feel frustrated communicating with other people? Do you think that there are ways to help people understand you better?
- What do you wish people would do when communicating with you?



## Communication Style Inventory



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### Let's Get Started!

Identify your communication style by completing the inventory below. In each box, place a check mark next to the words that best describe you. Check any word that feels “right”, and don’t think too hard! Usually your first answer is accurate.

To score, count the number of words you checked at the end of each column. The column with the most check marks is your primary style. The second highest is your back up style.

To obtain a more complete assessment of your basic communication style, have one or more people who know you well complete an inventory about you. Be sure to ask someone you can trust to be objective.

# Communication Style Inventory

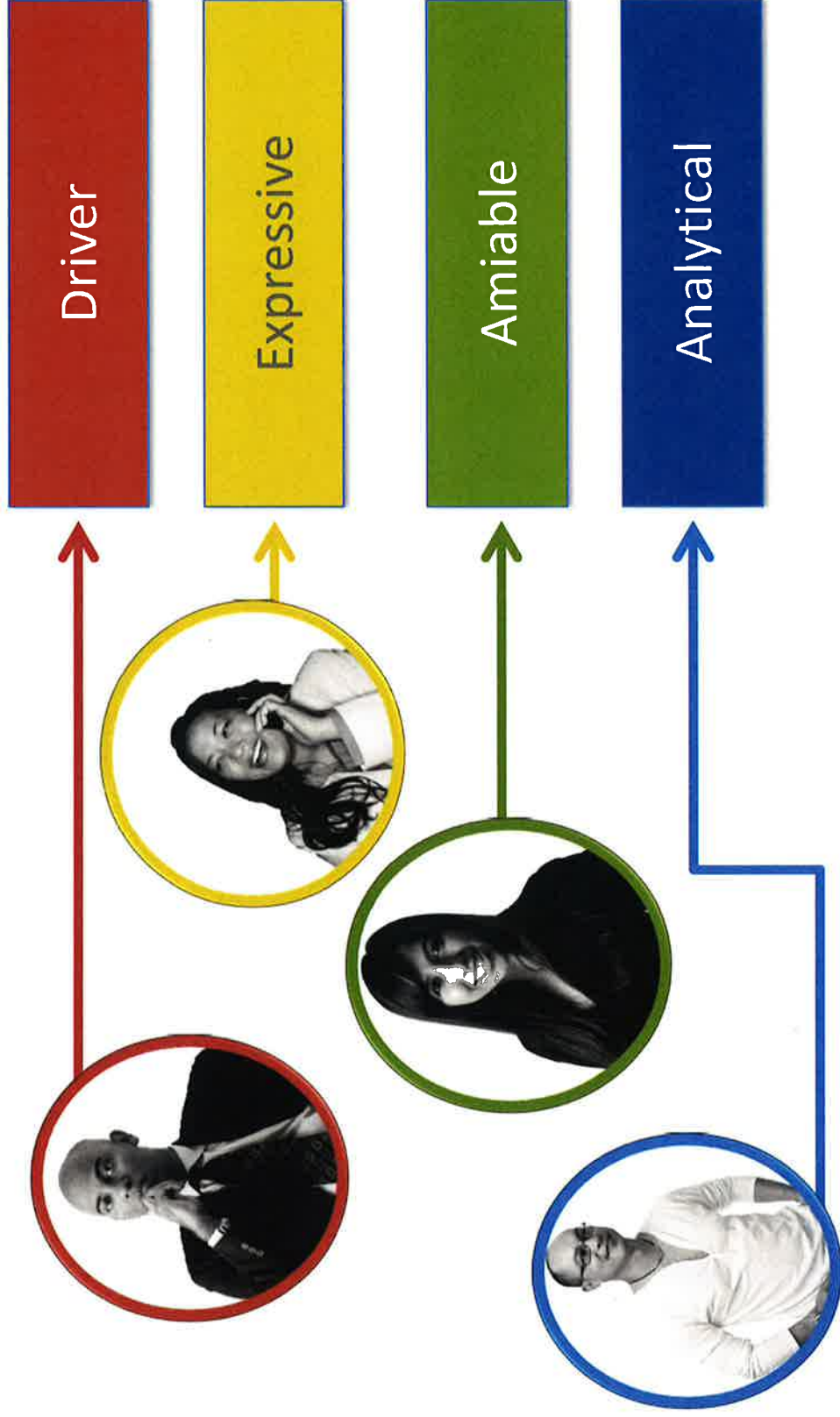


Analytical	Driver	Expressive	Amiable
Problem Solver	Goal Driven	Enthusiastic	Sympathetic
Factual	Independent	Fun Loving	Calm
Consistent	Action Oriented	Enjoys Popularity	Sensitive
Accurate	Purposeful	Intuitive	Nurturing
Perfectionist	Serious	Initiator	Cooperative
Cautious	Bold	Creative	Personal
Scheduled	Excitable	Optimistic	Respectful
Conscientious	Strong Willed	Inspirational	Quiet
Organized	Take Charge	Spontaneous	Non-Demanding
Orderly	Seeks Power	Likes Variety	Loyal
Precise	Persistent	Motivator	Adaptable
Methodical	Industrious	Energetic	Tolerant
Logical	Controlling	Group Oriented	Patient
Impersonal	Self-Reliant	Outgoing	Good Listener
Detailed	Productive	Excitable	Enjoys Routine
Inquisitive	Firm	Extraverted	Thoughtful
Critical	Risk Taker	Enjoys Recognition	Indecisive
Process Oriented	Ambitious	Disorganized	Passive
Reserved	Competitive	Emotional	Introverted
Methodical	Decisive	Informal	Easy Going
Total: _____	Total: _____	Total: _____	Total: _____

**Primary Style:** \_\_\_\_\_

**Backup Style:** \_\_\_\_\_

# The 4 Communication Styles



# Driver

WANTS	Action and Results
NEEDS	To Control, To Win
STRENGTHS	Decisive, Task Mode, Goal Oriented
GOAL	Better Results
AVOIDS	Wasted Time & Energy
FEARS	Losing Control
OVERUSES	Impatience
EMOTION	Anger / Short Fuse
PROVIDE	Solutions and Options
QUESTIONS	What
WEAKNESS	Insensitive To Others

Driver



# Expressive

<b>WANTS</b>	Feedback, To Be Liked
<b>NEEDS</b>	To Interact and Verbalize
<b>STRENGTHS</b>	Interaction Skills, Persuasive
<b>GOAL</b>	Social Recognition
<b>AVOIDS</b>	Boredom
<b>FEARS</b>	Social Rejection
<b>OVERUSES</b>	Disorganization
<b>EMOTION</b>	Positive, Optimistic
<b>PROVIDE</b>	Testimonials & Feedback
<b>QUESTIONS</b>	Who
<b>WEAKNESS</b>	Impulsive

**Expressive**



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# Amiable

WANTS	Harmony and Peace
NEEDS	To Serve Others
STRENGTHS	Team Player, Loyal, Patient
GOAL	Harmony, Closure
AVOIDS	Confrontation, Conflict, Change
FEARS	Loss of Predictability
OVERUSES	Possessiveness
EMOTION	Masked Emotions
PROVIDE	Assurance & Guarantees
QUESTIONS	Why
WEAKNESS	Taking a Stand

Amiable

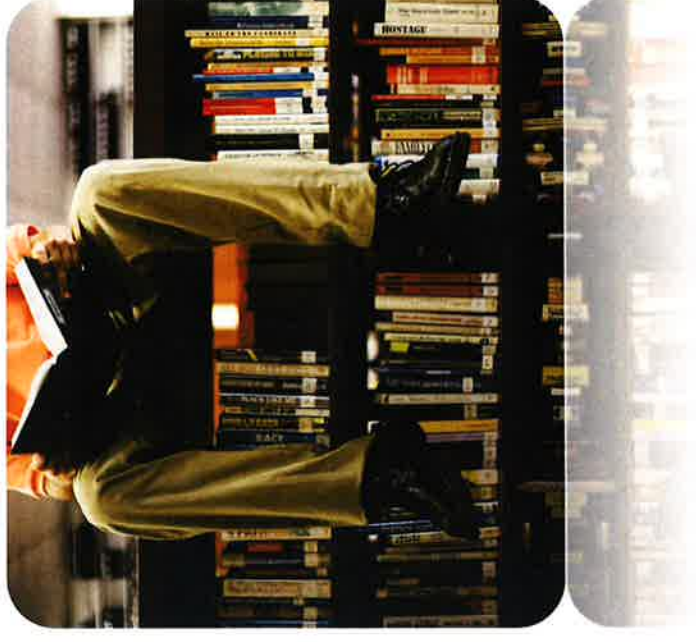


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# Analytical

WANTS	Excellence and Quality
NEEDS	To Comply with Standards
STRENGTHS	Accuracy and Precision
GOAL	Correct and Proper Way
AVOIDS	Uncertainty
FEARS	Criticism of their Work
OVERUSES	Skepticism, Criticism
EMOTION	Worry, Fear
PROVIDE	Evidence
QUESTIONS	How
WEAKNESS	Poor Improviser

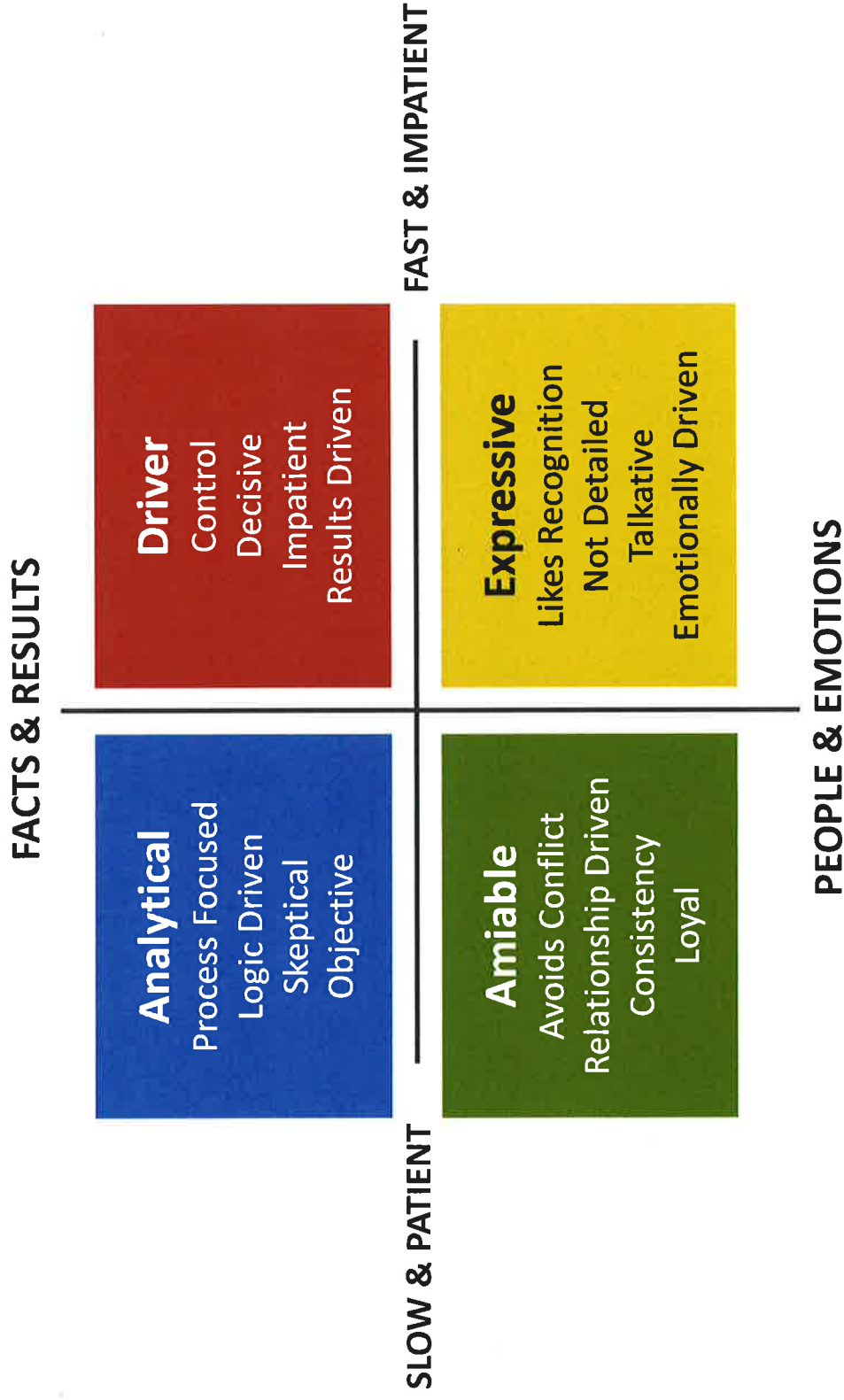
Analytical



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# Style Summary



# How to Communicate with a Driver

Be clear, specific, and concise

Be prepared and organized (requirements, objectives, materials, etc.)

Present facts logically. Avoid exaggeration.

Ask specific questions (e.g. “What...”)

Provide recommendations or alternatives

Provide facts and figures about probability of success

If you disagree, take issue with facts, NOT the Person - plan ahead!

Provide win/win opportunities

Make an effort to be efficient

Present solutions rather than problems

# How to Communicate with an Expressive

Plan interaction that supports their dreams and intuitions

Allow time for relating and socializing

Don't deal with extensive details – put them in writing

Ask for their opinions

Provide ideas for implementing action

Gently help them to stay focused on the conversation

Continue supporting the relationship; be casual

Provide reassurance

Offer feedback and appreciation

Make an effort to be interesting and interested



# How to Communicate with an Amiable

Use brief personal comments; break the ice

Show sincere interest in them as people; find areas of common ground

Patiently draw out personal goals; listen and be responsive

Present your case smoothly and in a non-threatening manner

Ask open-ended questions to elicit a response

If you disagree, look for hurt feelings

Do not embarrass or put on the spot

Provide personal assurances and guarantees

If decision is required, give them time to think

Make an effort to be cooperative



# How to Communicate with an Analytical

Prepare your “case” in advance; take time to be accurate

Approach them in a straightforward but direct way; stick to business

Employ a logical, methodical approach; build credibility by listing pros and cons

Make organized contributions to their efforts; present specifics & do what you say you’ll do

Draw an “action plan” with scheduled dates and milestones; be conservative

If you disagree prove it with facts, data, or evidence

Provide them with the information and the time to make a decision

Allow them their space

Don’t take critical responses personally. It’s how they process information

Demonstrate respect

