



COMMUNICATING WITH OTHERS

This section provides suggestions on methods which will improve communications with others. By understanding how other people like to communicate you can become more effective in your communication. You may have to practice some flexibility in varying your communication style with others who may be different from yourself. This blending and the ability to interpret the needs and strengths of others is the mark of a superior communicator.

<p>When communicating with a Structured ... a person who is dependent, neat, conservative, perfectionist, careful and compliant:</p> <ul style="list-style-type: none"> ■ Prepare your "case" in advance. ■ Stick to business. ■ Be accurate and realistic. <p>Factors that will create tension or dissatisfaction:</p> <ul style="list-style-type: none"> ■ Being giddy, casual, informal, loud. ■ Pushing too hard or being unrealistic with deadlines. ■ Being disorganized or messy. 	<p>When communicating with an Aggressive... a person who is ambitious, forceful, decisive, strong-willed, independent and goal-oriented:</p> <ul style="list-style-type: none"> ■ Be clear, specific, brief and to the point. ■ Stick to business. ■ Be prepared with support material in a well-organized "package." <p>Factors that will create tension or dissatisfaction:</p> <ul style="list-style-type: none"> ■ Talking about things that are not relevant to the issue. ■ Don't leave loopholes or cloudy issues. ■ Avoid appearing disorganized.
<p>When communicating with a Predictable ... a person who is patient, predictable, reliable, steady, relaxed and modest:</p> <ul style="list-style-type: none"> ■ Begin with a personal comment--break the ice. ■ Present your case softly, nonthreateningly. ■ Ask "how?" questions to draw their opinions. <p>Factors that will create tension or dissatisfaction:</p> <ul style="list-style-type: none"> ■ Rushing headlong into business. ■ Being domineering or demanding. ■ Forcing them to respond quickly to your objectives. 	<p>When communicating with an Optimistic... a person who is magnetic, enthusiastic, friendly, demonstrative and political:</p> <ul style="list-style-type: none"> ■ Provide a warm and friendly environment. ■ Don't deal with a lot of details (put them in writing). ■ Ask "feeling" questions to draw their opinions or comments. <p>Factors that will create tension or dissatisfaction:</p> <ul style="list-style-type: none"> ■ Being curt, cold or tight-lipped. ■ Controlling the conversation. ■ Driving on facts and figures, alternatives, abstractions.



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Identify and list some of the people in your life who can be described as **Structured** – neat, conservative, perfectionist, careful, and compliant.

1. _____ 2. _____
3. _____ 4. _____

Write down a couple of specific strategies that you can use to avoid tension and increase effective communications with them.

Identify and list some of the people in your life who can be described as **Aggressive** – ambitious, forceful, decisive, strong-willed, independent, and goal-oriented.

1. _____ 2. _____
3. _____ 4. _____

Write down a couple of specific strategies that you can use to avoid tension and increase effective communications with them.

Identify and list some of the people in your life who can be described as **Predictable** – patient, reliable, loyal, steady, relaxed, modest.

1. _____ 2. _____
3. _____ 4. _____

Write down a couple of specific strategies that you can use to avoid tension and increase effective communications with them.

Identify and list some of the people in your life who can be described as **Optimistic** – enthusiastic, friendly, demonstrative, and verbal.

1. _____ 2. _____
3. _____ 4. _____

Write down a couple of specific strategies that you can use to avoid tension and increase effective communications with them.

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