

# Self-Checks

# **Communication Style**

### To assess your communication style:

You probably have your own natural style of communication that you have developed over the years and which has served you well so far. However, it may not be the most effective for your current or future role. You could be more effective by communicating in a different way to different groups of people. For each question, please choose one answer and tick the box on that line.

When I talk to others I like to:

- Get to the point
- Talk
- Tell them what I want them to know
- Go into great detail

At times I may be:

- Blunt
- Slow to give information
- Rigid in my interpretations
- Subjective in my descriptions

Most of my communication is about:

- Being friendly to others
- Precision
- Co-operation
- Getting results

I could be accused of:

- Being cautious
- Not listening
- Putting things off
- Talking too much

When I speak with people they know:

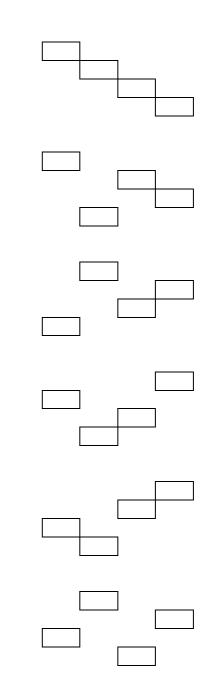
- I want the facts
- I don't like surprises
- Where I stand
- I'm enthusiastic

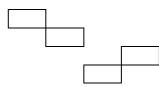
I like communication to be:

- Positive
- Logical
- Straightforward
- Calm

I like conversations that are:

- Stimulating
- Optimistic
- Controlled
- Sincere





I don't like conversations that:

- Cause stress
- I can't control
- Are non-co-operative
- Don't accept my view

I feel best when I'm:

- Listening to others
- Following an agenda
- Telling others what to do
- Smooth and poised

My weakest communication point is:

- Demanding details
- Reacting to quickly
- Wanting personal attention
- Failing to prepare

Most people consider me to be:

- Neighbourly
- Cautious
- Open to change
- Sincere

My greatest need is to be:

- With people
- Given time to adjust to change
- Encouraged
- Given quality feedback and direction

The purpose of communication is to:

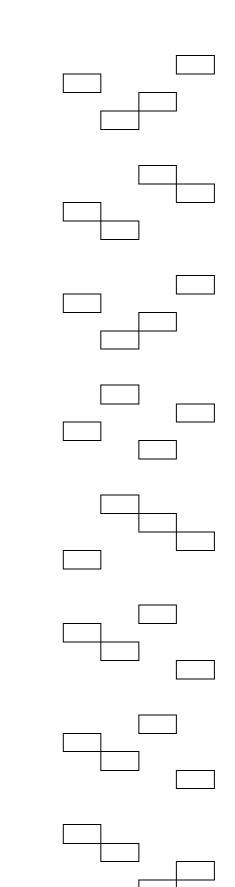
- Co-operate with others
- Gain power over others
- Persuade others
- Bring things under control

When I write I tend to:

- Stick to the purpose
- Be to brief or not write at all
- Oversell an idea
- Write a book

I work best in an environment that:

- Is uninhibited
- Includes other people
- Is organised
- Is pleasant



Conversations motivate me through:

- Challenge
- Comfort
- Friendly relationships
- Recognition

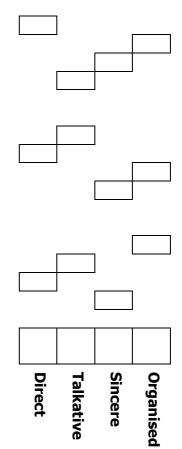
When people around me are stressed, I tell them

- About the positive side of it
- What to do
- To change the situation
- To stay cool

My greatest communication strength is that I am

- Conscientious
- Outgoing
- Decisive
- Willing to listen

Now add up the number of ticks in each column to give your preferred style of communication:



# Direct

When communicating with others you like to feel you are in charge. You enjoy a challenge, difficult assignments, and quick action. You can be very decisive in your conversations. You want freedom, power, independence and quick results.

#### Points to be careful of:

- You may be too brief
- You may be a one way communicator
- You may not listen well enough
- You can sometimes come across as blunt

### Talkative

When communicating with others you like to feel you are persuasive and positive. You like to have people around you, and can be very talkative. You probably want to be popular, successful, influential, and for your achievements to be recognised.

#### Points to be careful of:

- You may talk too much or at the wrong time
- You may not prepare adequately for what you are going to say
- You may oversell an idea
- You may give more information than is wanted or needed

### Sincere

You like to be sincere when you communicate. You like to be a member of a group and need to feel appreciated and needed. You also want stability and time to adjust to new ideas. You may not want to tell others all you know. You prefer to be asked rather than told what to do.

#### Points to be careful of:

- You may be slow to respond with information
- You may need a lot of personal attention
- Aggressive people may put you off

# Organised

You like to be thorough in your communication. You prefer to avoid conflict by being co-operative, organised, and logical. You may prefer to have thinking time, detailed explanations, and good working relations.

#### Points to be careful of:

- Try to be less detailed when it's not required
- Be more concise
- Trust others more

# **Further development**

Consider the following questions and note your thoughts. There are no right or wrong answers, this is to give you food for thought.

- Which styles did you score the highest for?
- Does your style match what you already know about yourself?
- What are the implications for your communications at work and the people that work with you?
- Do you need to change anything?

For related topics see Top Tips:

- → Assertiveness
- → Body Language
- → Communication
- → Listening
- → Questioning