Be A Communication Rockstar!

BE A
COMMUNICATION
Rock Star!
Gain Connection
Reduce Conflict
Skyrocket Confidence
Mimi Brown
Accelerate!
CONFERENCE & EXPO
BY WOMEN IN TRUCKING ASSOCIATION
WWW.AMPUPSUCCESS.COM
HEYMIMI BROWN

Family Game Night

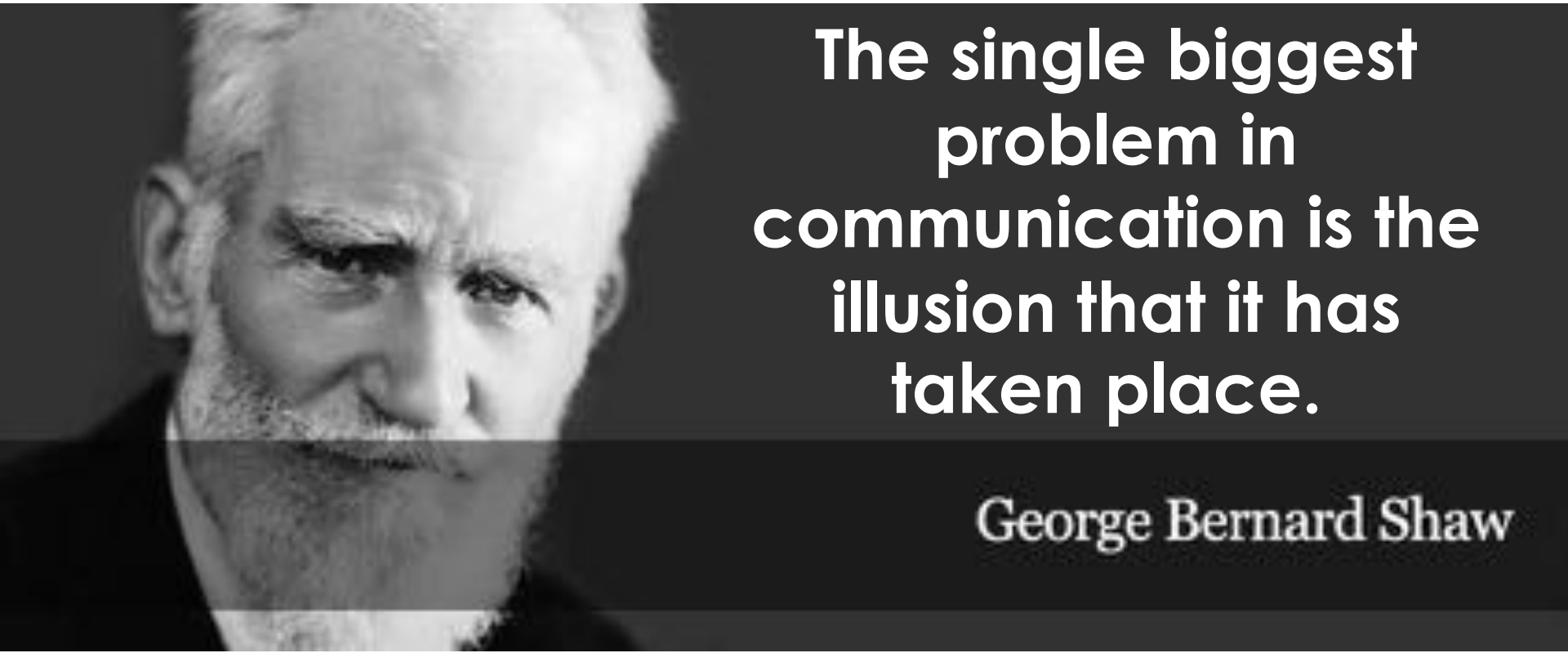
It Got Serious …

The Goal

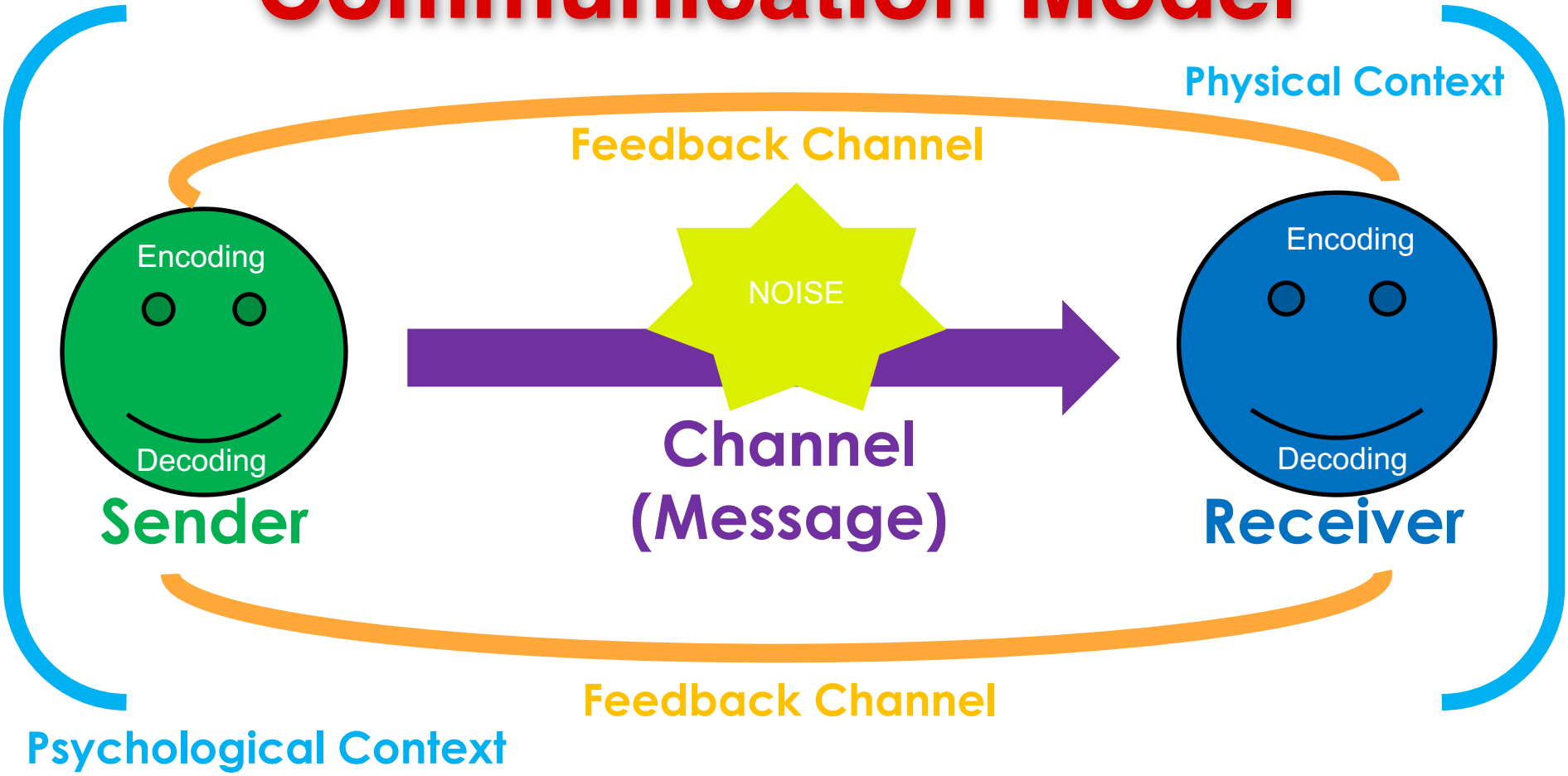
Objectives

- Identify and understand your preferred style
- Learn to adapt the 4 styles to achieve buy in
- Appreciate and work with your opposite type
- Get others on your side and have them adopt your ideas.

What's the #1 communication mistake that most people make?


The single biggest problem in communication is the illusion that it has taken place.
George Bernard Shaw

Communication Model



Your Communication Interaction Style

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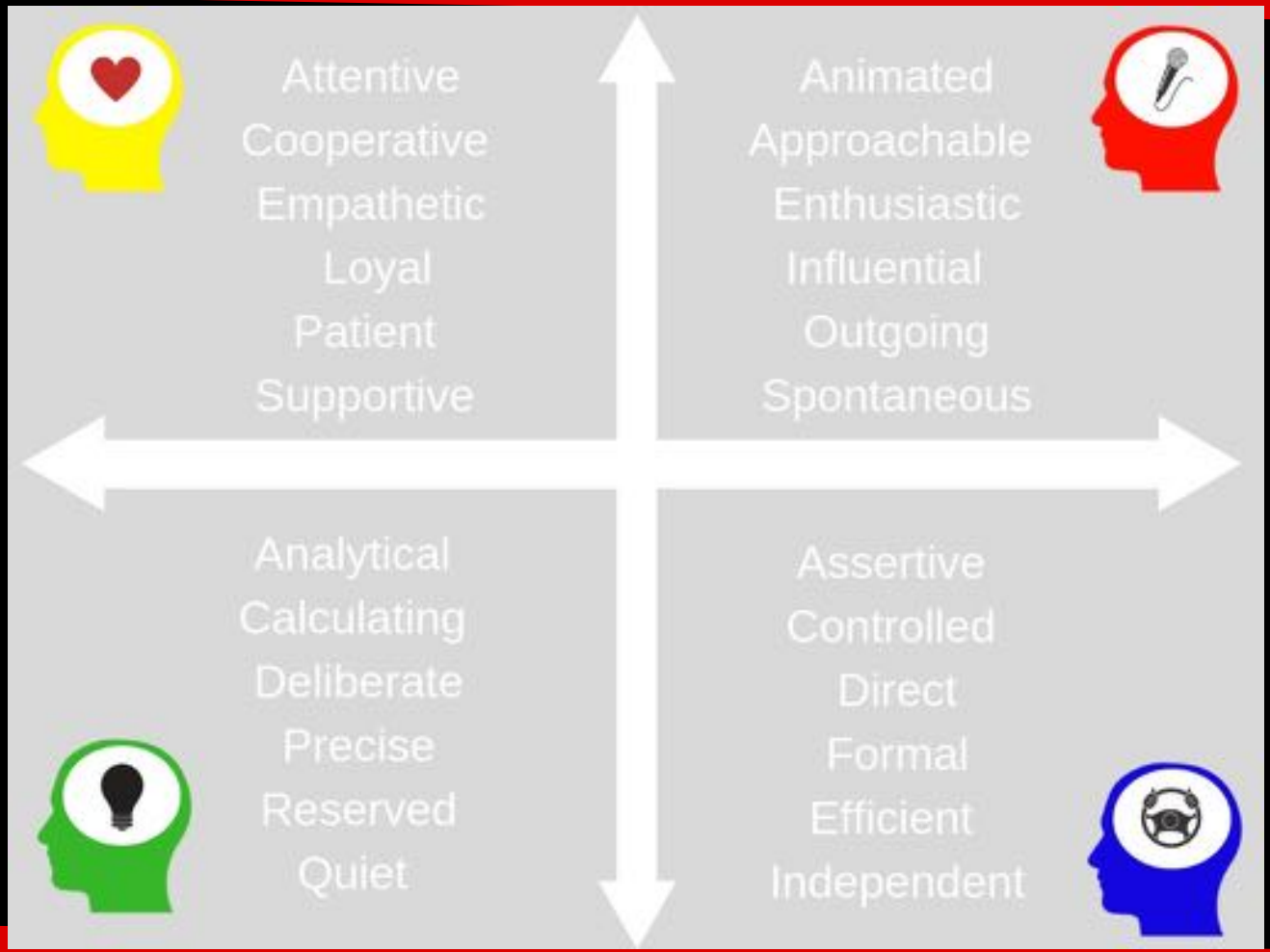
ACTIVITY

Write Down Your Cell Phone #.

What's Your Style?



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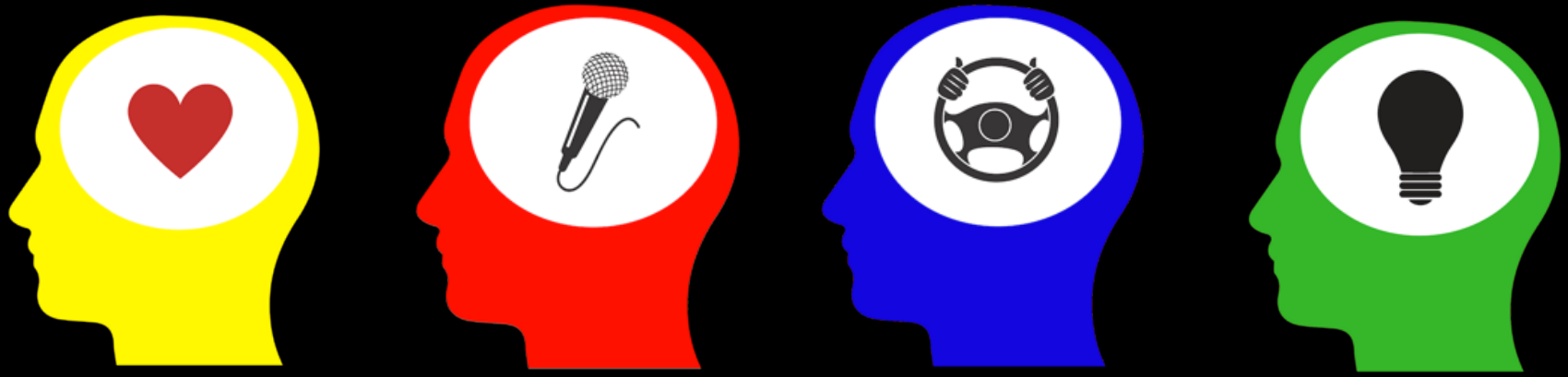
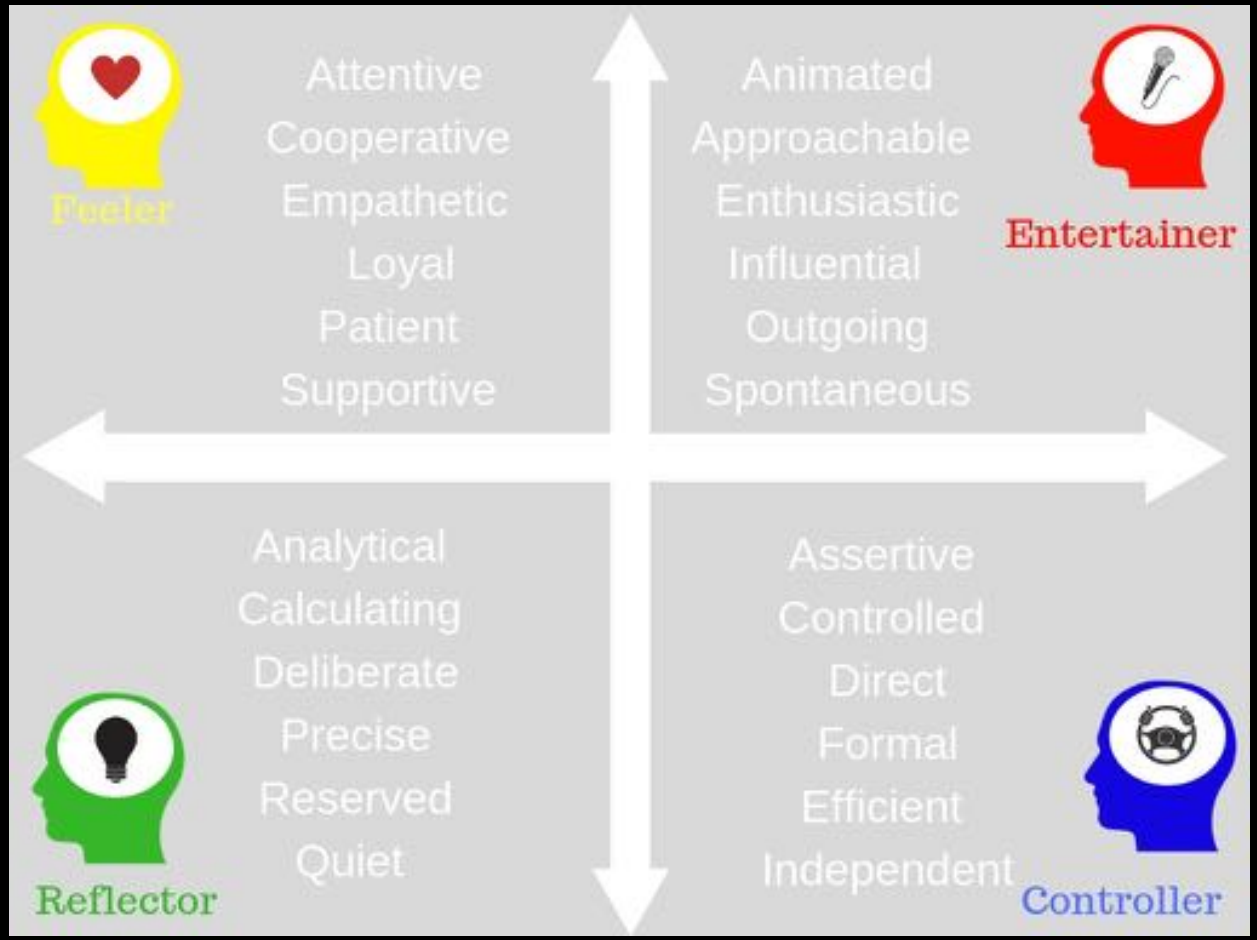
Name It. Claim It.



Feeler Entertainer Commander Reflector

What words are missing that would help describe your style?



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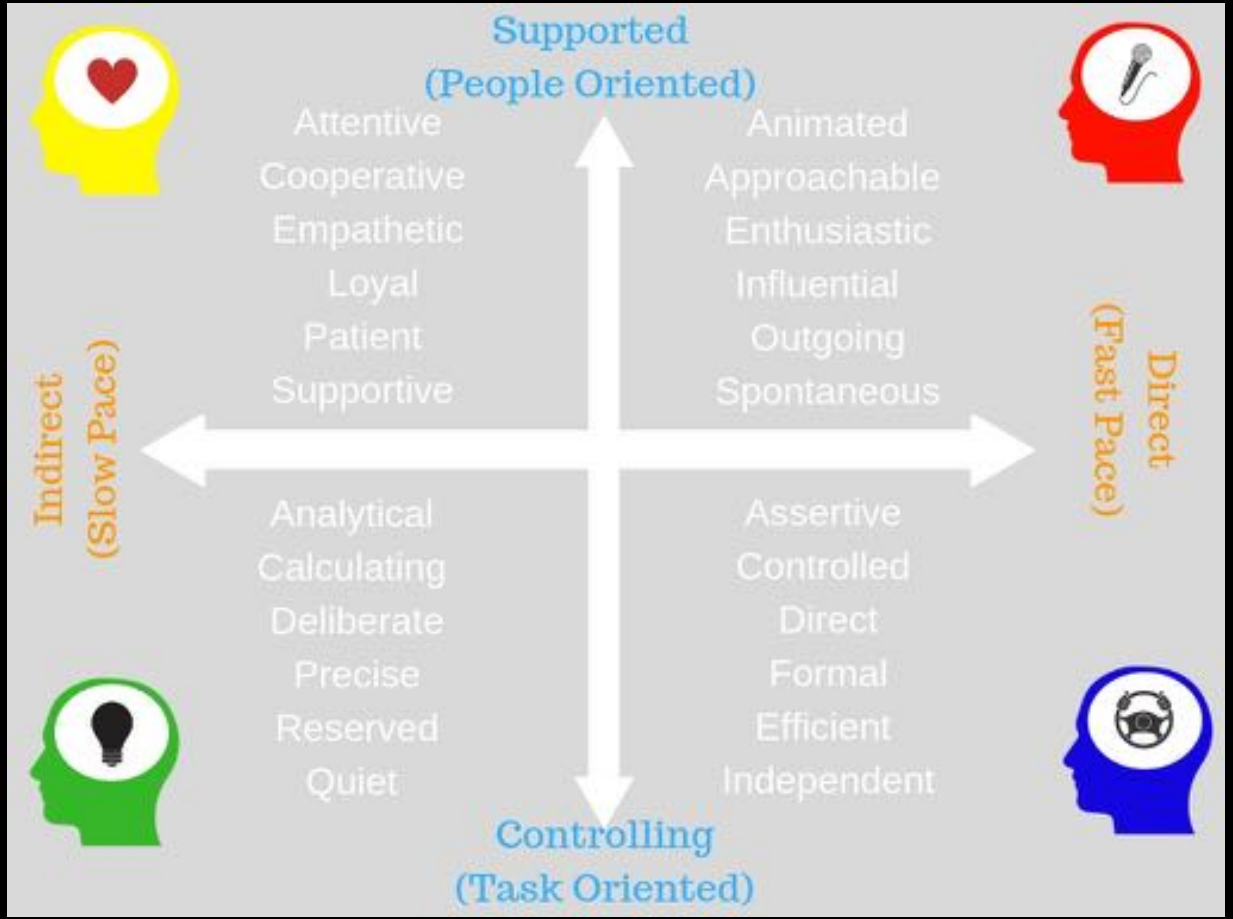
What should the other styles know about working with you?



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What drives you crazy about your opposite style?

How Others Might See You

Feeler

- ❑ Conforming
- ❑ Needy
- ❑ Unsure
- ❑ Dependent
- ❑ Awkward
- ❑ Easily

Reflector

- ❑ Critical
- ❑ Indecisive
- ❑ Old-fashioned
- ❑ Hard to Please
- ❑ Moralistic
- ❑ Unemotional

Entertainer

- ❑ Overbearing
- ❑ Unrealistic
- ❑ Egotistical
- ❑ Undisciplined
- ❑ Manipulative
- ❑ Hasty

Commander

- ❑ Harsh
- ❑ Controlling
- ❑ Shortsighted
- ❑ Abrasive
- ❑ Pushy
- ❑ Power-seeking

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What do you appreciate about your opposite style?

Wanna Cheat Sheet?

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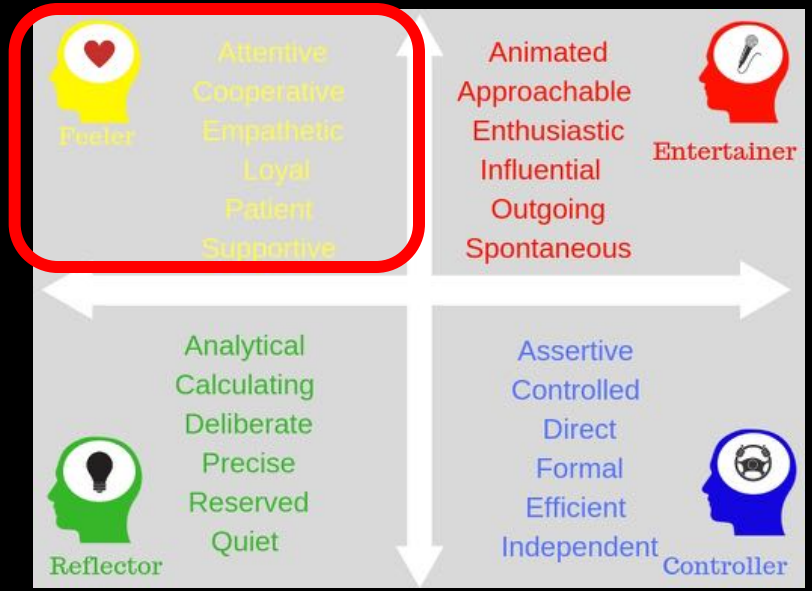
Identifying & Engaging Styles

Identifying Feelers

Feelers

- ❑Speaks slowly.
- ❑Speaks softly.
- ❑Asks others for their opinions.
- ❑Tends to be quiet in group settings.
- ❑Offers compromises or synthesizes others' ideas.
- ❑Tentatively offers suggestions



Meet Michelle

Engaging Feelers

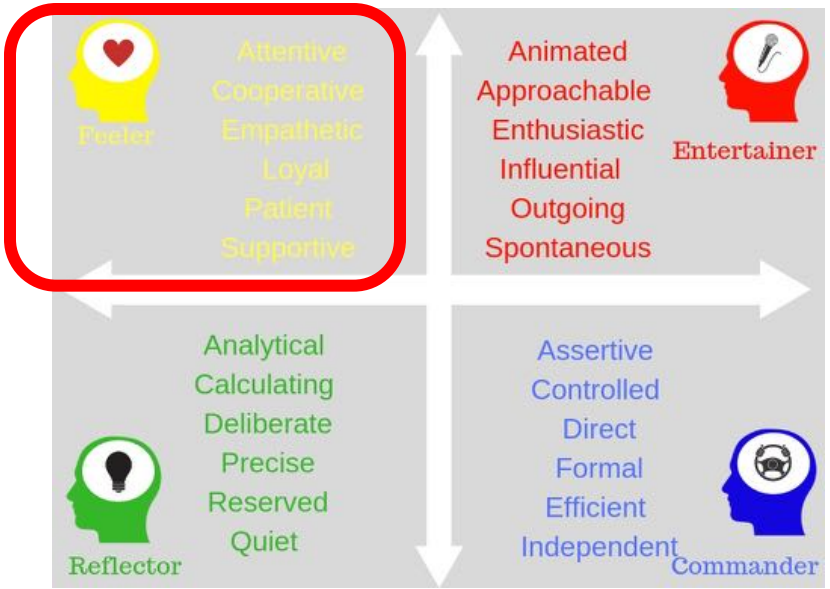
Feelers are empathy-oriented: "I need to feel good about my next steps."

Character Traits:

- Cooperative
- Sensitive
- Patient

Remember To:

- Invite their opinion
- Provide assurance
- Show personal involvement



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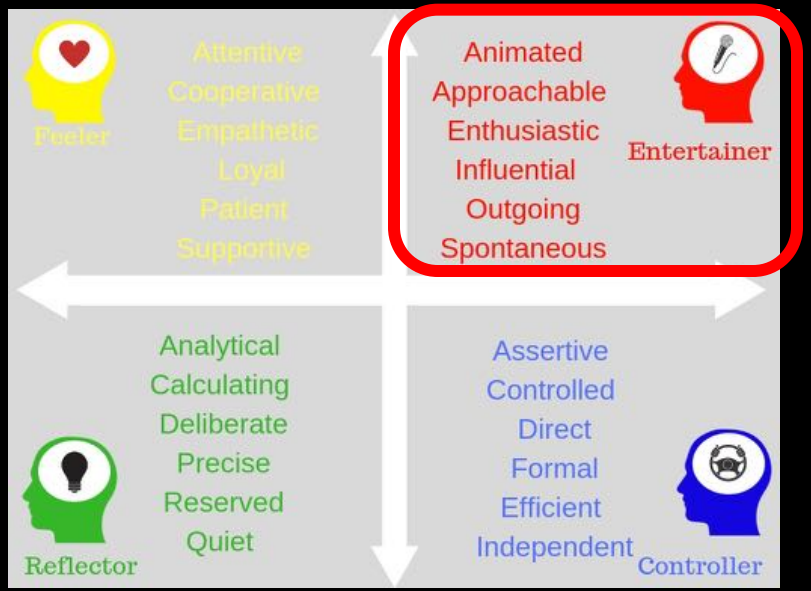
Identifying Entertainers

Entertainers

- ❑ Uses commands rather than questions.
- ❑ Speaks fast.
- ❑ Speaks loudly.
- ❑ Tells jokes and stories.
- ❑ Wanders from the topic.
- ❑ Shows a range of vocal inflection and tone.
- ❑ Strongly expresses opinions.



Flex Your Style Technique

Let them think ”Out Loud”

Engaging Entertainers

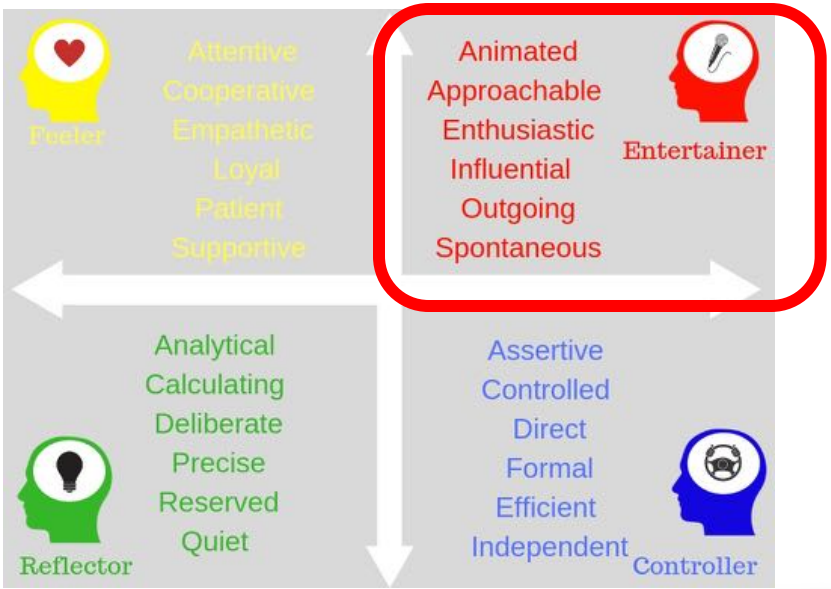
Entertainers are social-oriented: "Let's have some laughs while we fix the problem."

Character Traits:

- Outgoing
- Enthusiastic
- Spontaneous

Remember To:

- Maintain an informal tone
- Mention personal information
- Focus first on the "big picture"



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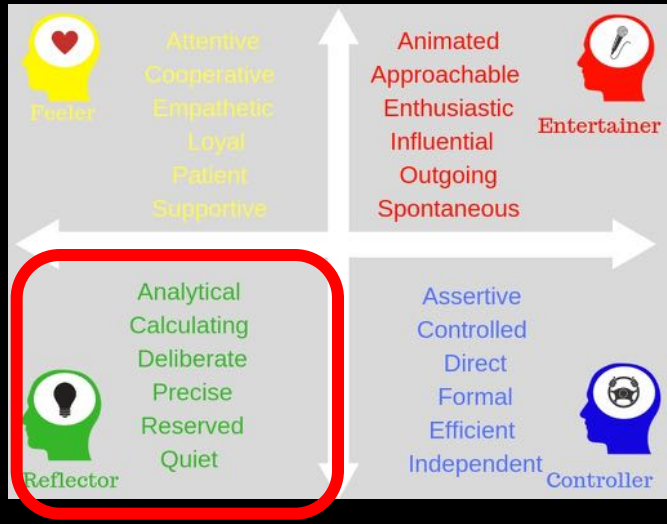
Identifying Reflectors

Reflectors

- ❑ Speaks slowly & softly
- ❑ May stop mid-sentence, then begin a new sentence
- ❑ "Ask-oriented" even when giving directions
- ❑ Careful in choosing words
- ❑ That they believe makes more sense
- ❑ Qualifies ideas with facts and data
- ❑ Little inflection in voice and tone
- ❑ Not apt to tell stories
- ❑ Fact- and task-oriented



Flexing Your Style Technique

Take 5

Engaging Reflector

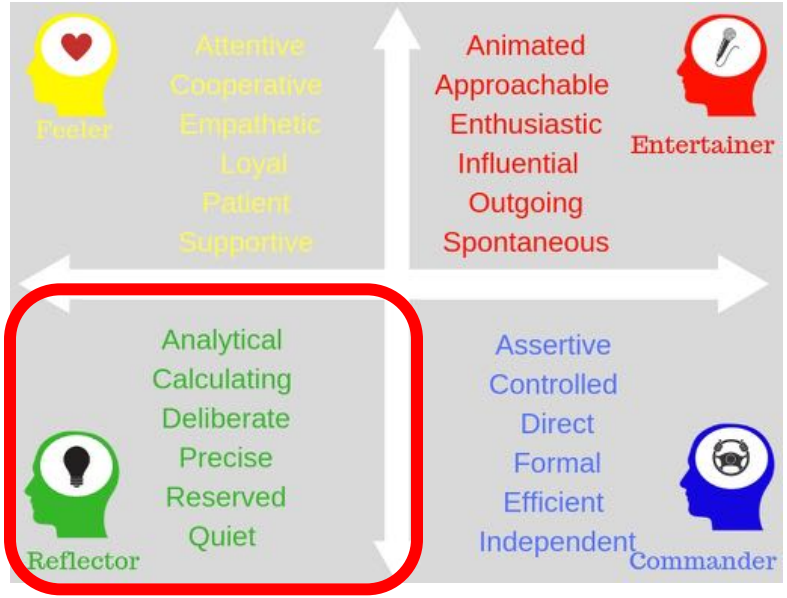
Reflectors are process-oriented: "Take the time to fully explain the what and the why."

Character Traits:

- Analytical
- Thorough
- Serious

Remember To:

- Not interrupt
- Explain processes
- Slow down conversation



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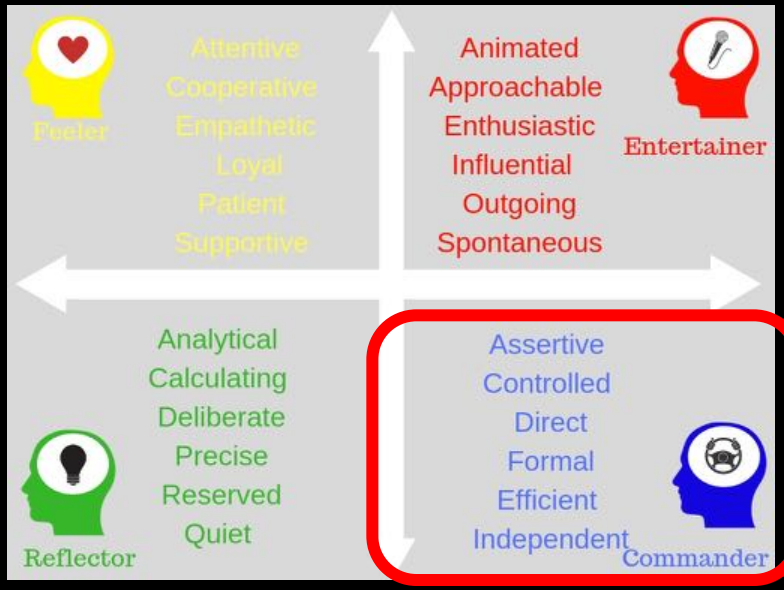
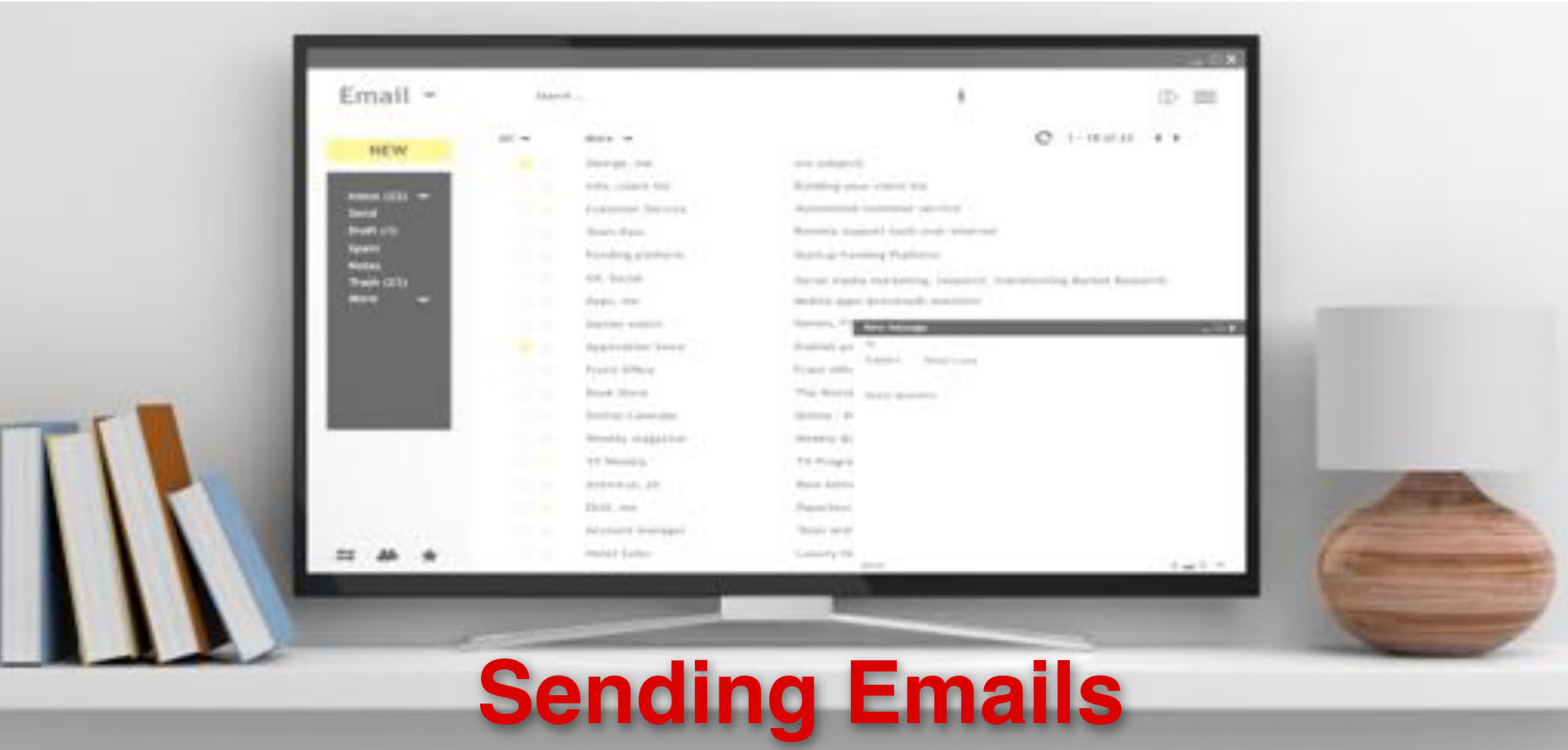
Identifying Commanders

Commanders

- ❑ Uses commands rather than questions
- ❑ Speaks fast
- ❑ Speaks directly and succinctly
- ❑ Not apt to tell stories
- ❑ Not very talkative
- ❑ Focuses on facts and data



Flexing Your Style Technique



Sending Emails

Engaging Commanders

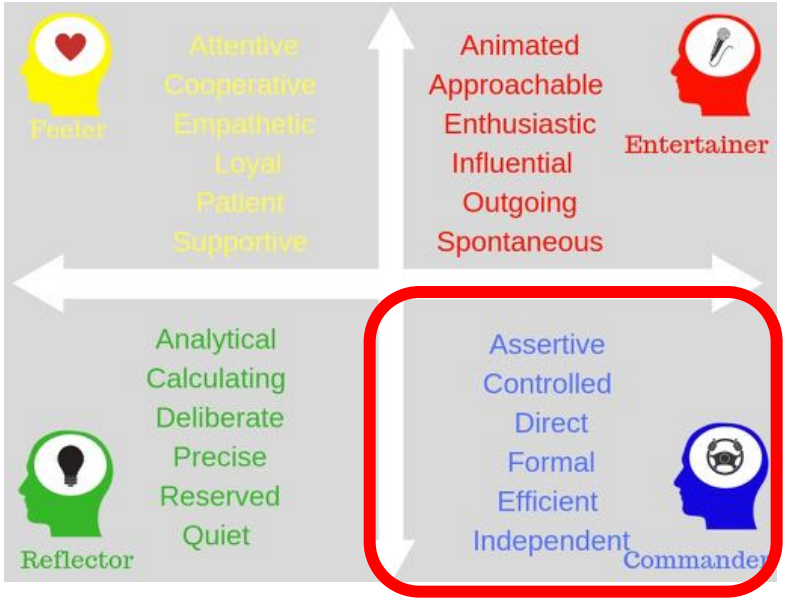
Commanders are results-oriented: "Let's cut to the chase."

Character Traits:

- Independent
- Candid
- Determined

Remember to:

- Directly address issue
- Speed up pace of conversation
- Provide clear timeline for result



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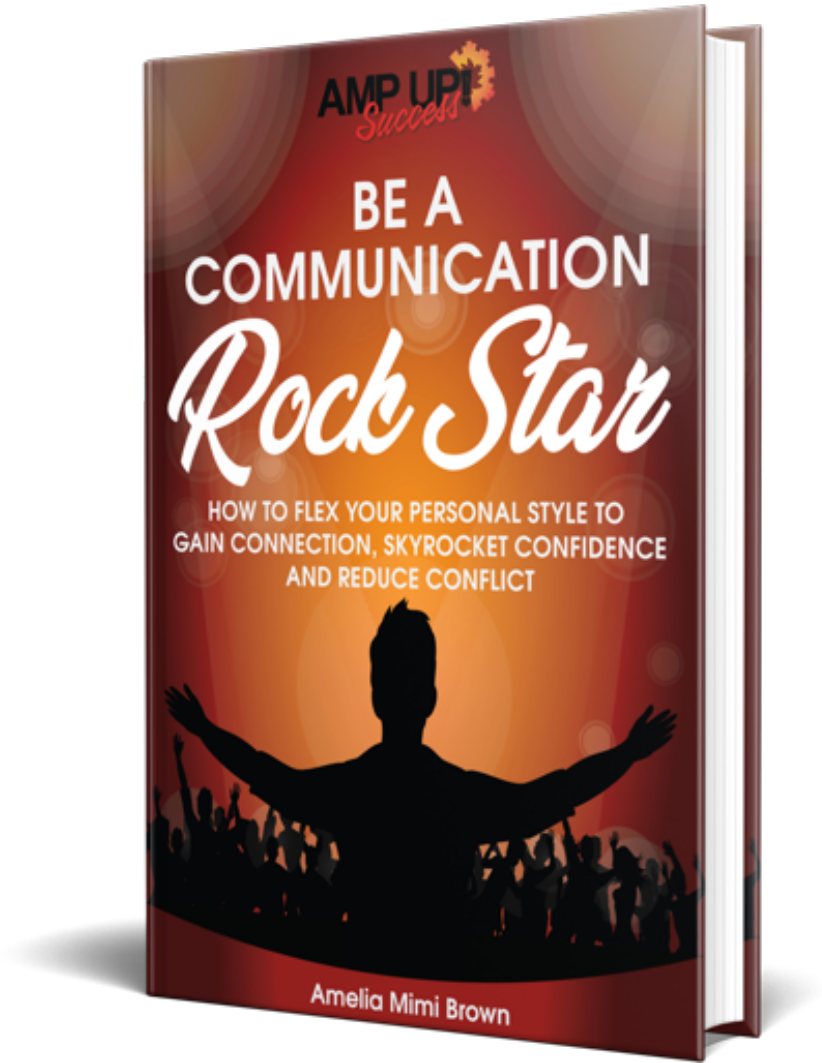
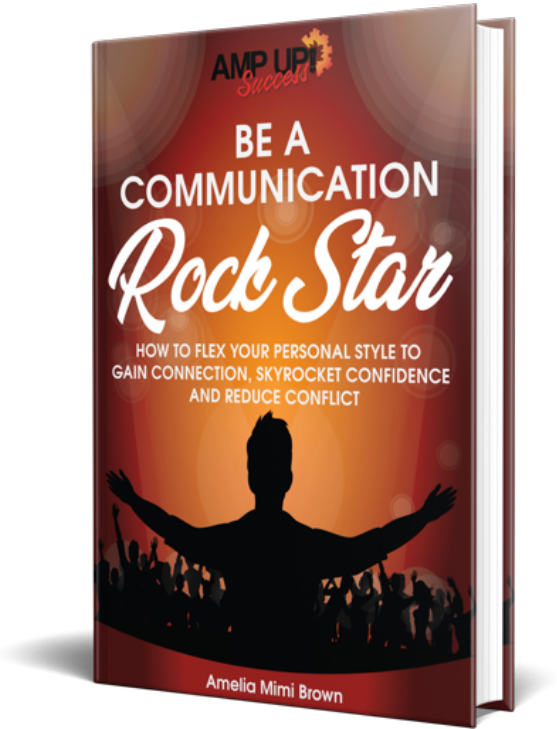


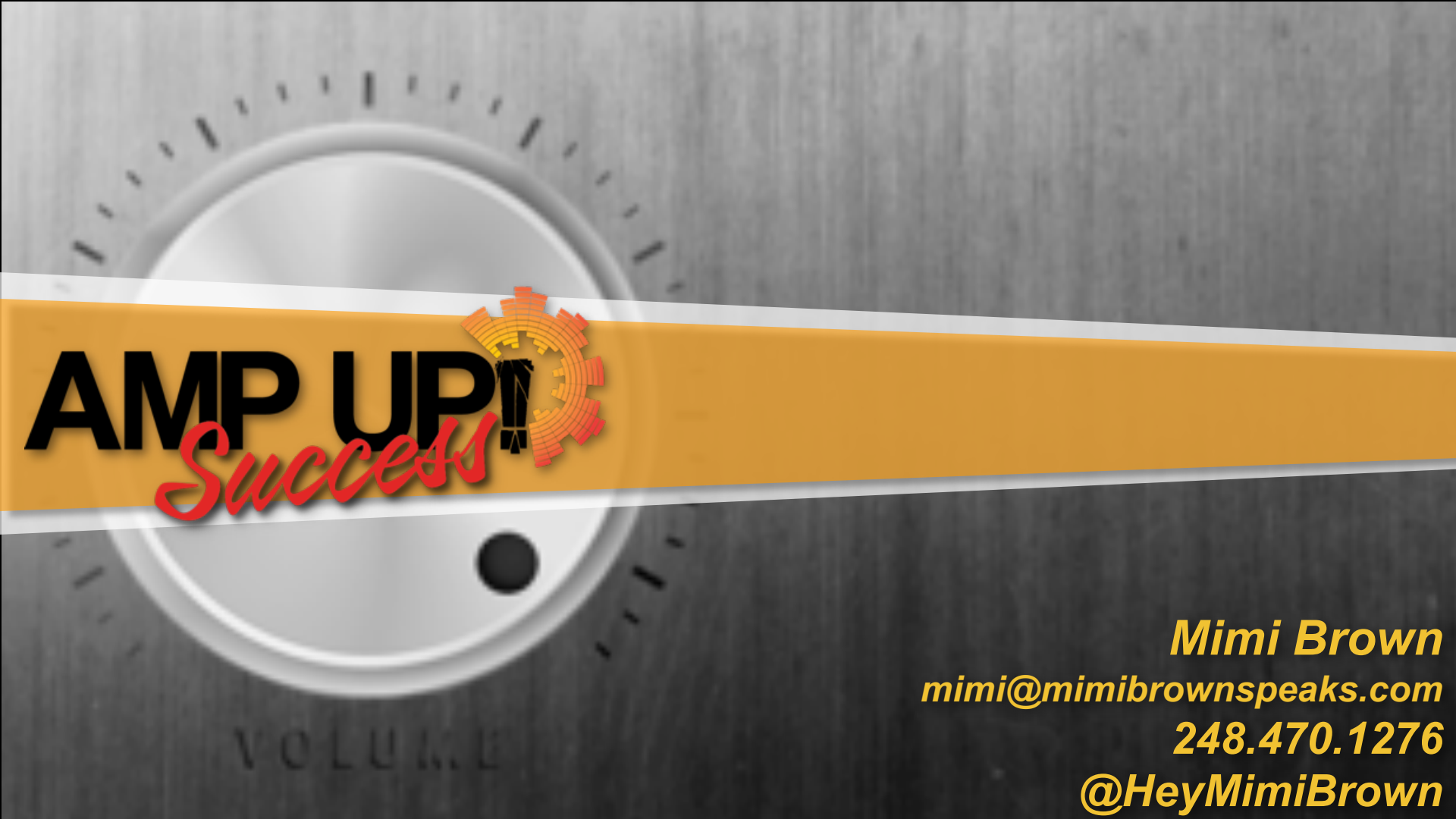
Grab Your Cheat Sheet

Communication Rock Star Oath

Action Plan

Remember to Grab Your **Communication Styles Cheat Sheet!**





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