Communication Styles and Communicating Effectively
Webinar Overview

During this presentation we will look at the communication process and how to communicate more effectively. It’s about you, it’s about what is being presented, it’s about knowing your audience, it’s about your delivery, but most importantly the message. Choosing what to say, how to say it and when it should be said.
Communication Styles and Communicating Effectively

These are some of the questions that we tend to ask ourselves when, as leaders we identify that our teams are missing operational objectives and results:

Have you ever felt like your team isn’t listening?

Have you ever felt like you are saying all the right things, but the results aren’t showing it?

Are you an effective communicator?

What is your communication style?
Benefits of Understanding the Different Communication Styles

Knowing the five basic styles will help you to:

- React most effectively when confronting a difficult person
- Will help you recognize when you aren’t being assertive
- Help you recognize when you are not behaving in an effective way
Requires You to Have a High Level of Self-Awareness

Understanding your own communication style will

Make it easier to understand your own shortcomings
Help decrease anxiety/stress
Help you to identify areas which you can improve on
Improve business relationships
Strengthen relationships

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Communication Styles

5 types of Communication Styles

- Assertive Communication
- Aggressive Communication
- Passive Communication
- Passive Aggressive Communication
- Manipulative Communication
Communication Styles

Assertive Communication

- Appropriately Honest
- Direct
- Self-enhancing
- Self-confident
- Empathetic to emotions of those involved
Communication Styles

Aggressive Communication

Inappropriately Honest
Direct
Expressive
Attacking
Blaming
Controlling
Self-enhancing at the expense if others
Communication Styles

Passive Communication

- Emotionally Honest
- Indirect
- Inhibited
- Self-denying
- Blaming
- Apologetic
Communication Styles

Passive Aggressive Communication

Emotionally dishonest
Indirect
Self denying at first
Self-enhancing at the expense of others later

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Manipulative Communication

- Influencing
- Scheming
- Calculating
- Shrewd
- Cunning
- Controlling others to their own advantage
Types of Communication

Different ways of communicating produce different results in the workplace

Individual Communication
Team communication
Electronic communication
Body language
Nonverbal communication
Individual Communication

The process of communicating an idea or concept without the input of the team members

Active Listening
Recognize body language
Focus – restate what you hear
Personal trust
Individual preferences

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The interactions that the individuals on the team share

Communicating clearly
Open and honest dialog
Remain calm and affirm
Provide constructive feedback
Active listening
Electronic Communication

Using electronic communication between team members

Open door policies
Using proactive communication
Support social interactions
Schedule regular meetings
Set up guidelines for use
Body Language

- Be aware of your body language and that of others
- Mastering silence
- Watch for the subtle cues
- Allow for the processing of information
- Provide clear eye contact
Much like body language, non-verbal cues encompass many opportunities for communication.

- Gestures
- Body orientation
- Silence
- Space and distance
- Humor
Communicating Within the Team

How does team communication work?

Exchanging information
Team interaction
Goal orientation
Sharing information
Exchanging Information

Building a collaborative team environment

- Have a common purpose
- Establish trust in each other
- Clarify roles
- Communicate openly
- Balance the teams focus
Building an effective team

- All ideas are valuable
- Be aware of unspoken feelings
- Be a harmonizing influence
- Be clear when communicating
- Be careful to clarify directives
Goal Orientation

The degree by which a team of people work toward a specific goal

- Approach
- Task orientation
- Goal setting
- Clear concise strategy
- Implementation processes
Clear communication leads to effective team management and performance

Truth in decision making
Transparency
Efficient collaboration
Everyone contributes
No “passing the buck”
Delivering the Message

Delivering the message, the “right” way

Be clear
Be upfront
Tie it together
“Make a plan”
Be Clear

Use clear language

Don’t use complicated language
No complex words are required
Organize what you need to cover
Be Upfront

Focus on what needs to be said

Don’t sugarcoat bad performance
Avoid extremes
Rely on the facts
Give ALL the details
Align training goals and business goals together

Define the future
Define and find the performance gaps
Set strategic development objectives
Communicate purpose and objectives
Focus on continuous improvement
Making the Business Plan

Developing the plan and then executing it is a team effort

Keep the plan short and concise
Know your audience
Write the plan using language your audience will understand
Establish goals and objectives
Don’t be intimidated
One-on-One Communication

Wrapping it up

Restatement
“Buy in”
Agreed upon action plans
Actions and results
One-on-One Meetings

Invite your employee to a one-on-one meeting

Set a regular meeting time
Determine the meeting place
Decide the agenda
Have any necessary materials ready
One-on-One Meeting Goals

When conducting a meeting with the employee:

- Progress on employee’s tasks
- Confirming alignment with recent workplace developments
- Obstacles the employee might be facing
- Personal developments
When conducting a meeting with the employee:

- Start on time
- Use “check in” questions
- Call back to previous meetings
- Ask about progress and challenges
- Discuss morale and interpersonal relationships
- Acknowledge strengths and triumphs
- Discuss new expectations
Meeting Worksheet

Use the worksheet to ensure that the meetings are consistent.
Putting It All Together

Developing the plan and then executing it is a team effort
Be sure that you team is aligned with the business objectives
Feedback and clarity will be crucial in developing the plan
Keep it simple
Be sure that there are measurements and a validation process
Clearly communicate the implementation process
Have a follow up process in place
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