

# Communication Styles and Communicating Effectively

Presented by:  
ATI Collision Division



# 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.

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# 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

# 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

# Communication Styles

## 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

# Team Communication

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



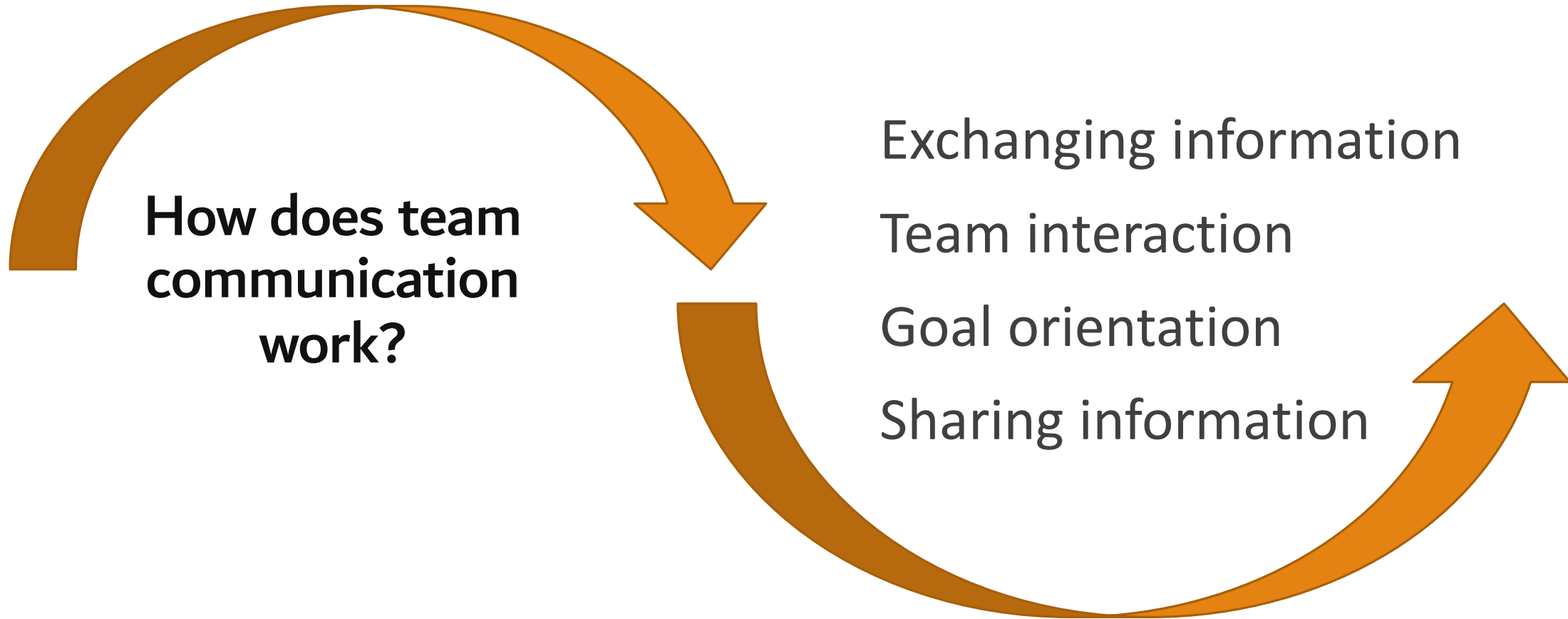
# Non-Verbal Communication

Much like body language,  
non-verbal cues  
encompass  
many opportunities for  
communication



Gestures  
Body orientation  
Silence  
Space and distance  
Humor

# Communicating Within the Team



# Exchanging Information

**Building a collaborative  
team environment**



Have a common purpose  
Establish trust in each other  
Clarify roles  
Communicate openly  
Balance the teams focus

# Team Interactions

## 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

# Sharing Information

**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

# Tie Thoughts and Goals Together

**Align training goals and  
business goals together**

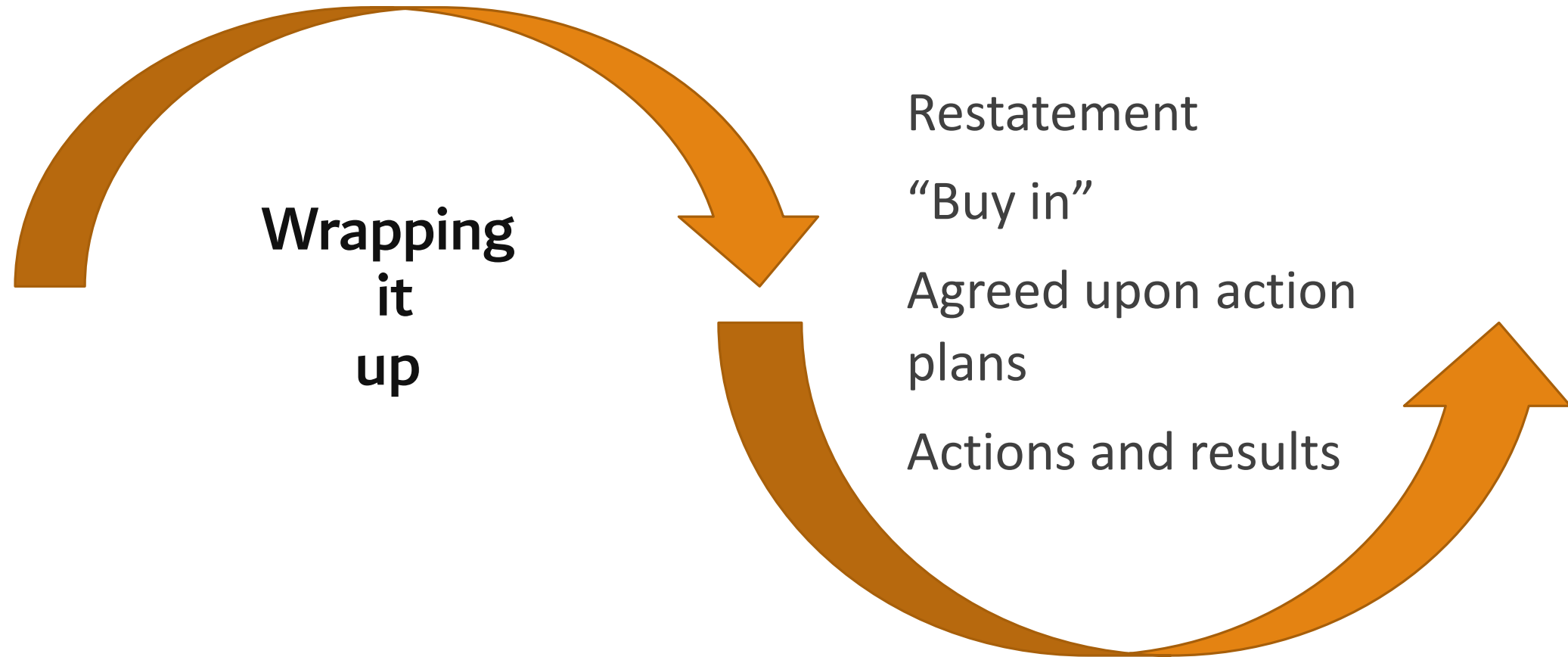
Define the future  
Define and find the performance gaps  
Set strategic development objectives  
Communicate purpose and objectives  
Focus on continuous improvement

# 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



# 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

# One-on-One Meeting Content

**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

## One-on-One Meeting Guide

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



# Putting It All Together

Developing the plan and then executing it is a team effort

Be sure that your 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

# Thank You For Attending



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