



Different Styles / Different Communication Focus / Different Approach to Work

There are four basic communication styles:

T = Tells – someone who is very direct and brief in their communication

E = Engages – someone who likes to talk with people and persuade them

A = Analyzes – someone who is very detailed and factual in their conversation

M = Mediates – someone who likes to talk with people and get to know them as individuals

There is not a good or bad style. Each style has strengths and weaknesses. Understanding these styles can help you work more effectively with people who have styles that are different from yours.

The four styles together spell TEAM. The best work team is one where all four styles are represented and where everyone respects and values the differences among the styles.

The styles influence how we approach our work and our co-workers. Differences in these styles can provide a healthy range of opinions, and can also be the basis of conflict and irritation with co-workers.

Having an understanding of these styles has helped me reframe the way I look at interactions I have with people at work. Once I understood my primary style I began to see why some people were easy to work with (people with my primary style) and others were more “difficult”. These others simply approach work and work interactions from a very different foundation.

Where an “A” wants to dive into the details and start tearing things apart, the “E” wants to get the big picture clarified, the “T” just wants to get the task done, and the “M” wants to build a consensus. Any one of these approaches might be just fine for the person with that style, but it is uncomfortable and unhelpful for people with other styles.

These communication and work styles are based on two factors:

- ◆ whether you are more focused on people or on tasks, and
- ◆ whether you work and talk quickly or slowly.

(See the charts on the following pages for more information about each style).

DIFFERENT STYLES / DIFFERENT FOCUS

TASK ORIENTED

F A S T E R P A C E D	<p><u>Tells</u> <u>T</u></p> <p>Slogan: <i>Get things done</i></p> <p>Wants: Results / Autonomy Likes: Short, quick, direct conversations Dislikes: Indecision, Work not getting done Challenges: Accuracy, Listening</p>	<p><u>Analyzes</u> <u>A</u></p> <p>Slogan: <i>Get things right</i></p> <p>Wants: Accuracy / Details Likes: Answers; Time for questions/discussions Dislikes: Poor quality / Rushed decisions Challenges: Working quickly, Connecting with people</p>	S L O W E R P A C E D
	<p><u>Engages</u> <u>E</u></p> <p>Slogan: <i>Do it differently</i></p> <p>Wants: Meaning / Creativity Likes: Opportunity to talk; to persuade; to change Dislikes: Routine, rigidity, Isolation Challenges: Listening, especially for details / facts</p>	<p><u>Mediates</u> <u>M</u></p> <p>Slogan: <i>Do it together</i></p> <p>Wants: Teamwork / Harmony Likes: Being friendly, Taking a personal interest in coworkers Dislikes: Conflict / Rapid change Challenges: Confrontation, Giving critical feedback</p>	

PEOPLE ORIENTED

MORE ABOUT EACH STYLE

TELLS / DIRECTS

- concise and direct in language
- doesn't hesitate to speak his/her mind
- work and task oriented (vs. social)
- action-oriented problem solver
- hates to waste time (be off task)
- business-like in communication
- may seem "bossy" to others
- quick to make decisions
- independent / autonomous
- easily bored, needs challenges

ENGAGES / INFLUENCES

- optimistic—sees lots of possibilities, looks for opportunities
- enthusiastic and friendly
- very verbal—talks in paragraphs
- likes to participate in groups
- creative, thinks "outside the box"
- wants to be committed to what they do for work—needs meaning
- thinks intuitively (not step by step)
- cracks jokes easily - an entertainer
- can be inspirational/motivational

ANALYZES / DETAILED

- systematic, thorough
- concerned with accuracy and details
- asks lots of questions
- task oriented
- sometimes not comfortable with other's open expression of emotion
- very careful and cautious
- needs time to think things through
- looks at things critically
- does not mind working alone
- doesn't socialize much

MEDIATES / EMPATHIZES

- nice, considerate, quiet
- accommodating—willing to help
- listens well to others' troubles
- decorate office like home away from home (pictures, special items, etc.)
- likes working with others
- home life is very important to them
- not very assertive about own needs
- likes routine and predictability –does it well -- cranks out the work

COMMUNICATION PREFERENCES

TASK ORIENTED

<p><u>T</u>ELLS / DIRECTS</p> <ul style="list-style-type: none"> • quick, direct communication • lots of autonomy • skip the friendly pleasantries • task focused / to the point 	<p><u>A</u>NALYZES / DETAILED</p> <ul style="list-style-type: none"> • clear and detailed/defined • task focused, orderly/organized • skip the friendly pleasantries • opportunity to ask questions and explore fully; to reflect
<p><u>E</u>NGAGES / INFLUENCES</p> <ul style="list-style-type: none"> • to connect with people • to work in groups, be involved • freedom to express all their thoughts • opportunities to persuade/influence • keep the conversation moving 	<p><u>M</u>EDIATES / EMPATHIZES</p> <ul style="list-style-type: none"> • honesty/sincerity • to be accepted and appreciated • time to talk with others, • not be pushed around • harmonious conversations

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PEOPLE ORIENTED