



The Art of Communication

A 90-minute Webinar

Communication in Your Organization ~ Why is communication within your organization even more important than just a few years ago?

Identifying the 3 Major Communication Styles

Instructions: After reading each statement, choose the answer that best describes you. When finished, total your A's, B's, and C's, and record them in the spaces shown at the end of the test. Then record your primary and secondary style of communication.

1. When you have leisure time, you prefer ...
 - a. watching TV, painting, photography, reading
 - b. listening to CDs, the radio, the sounds of nature
 - c. doing something physical, athletic, or using your hands

2. When you walk into a room, the first thing you like about it is...
 - a. it looks good
 - b. it's quiet
 - c. it just feels good

3. You learn most easily when you...
 - a. watch someone demonstrate what to do
 - b. are given verbal instructions
 - c. get "hands on" experience

4. The last time you took a trip, what was the thing you enjoyed best about the area?
 - a. what you saw
 - b. the sounds you heard
 - c. how it made you feel

5. When you solve a problem, you...
 - a. keep looking at alternatives until the pieces come together
 - b. talk about new approaches until something "clicks"
 - c. fit possibilities together until you get a feeling of balance

6. To verify the accuracy of your spelling, you...
 - a. look up the word in a dictionary
 - b. sound out the word
 - c. get a feeling for the word

7. When you are driving somewhere new, you...
 - a. use a map and watch for signs
 - b. ask someone for directions and listen carefully
 - c. trust your sense of direction about which way to go

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8. It is important when you go to sleep that...
 - a. the room is dark
 - b. there is only soft, muted sounds or no noise
 - c. the bed feels comfortable

9. When you are talking to someone, you...
 - a. look at the person intently to see what he is saying
 - b. listen closely so that you can hear what he is saying
 - c. physically lean in so you can try to get in touch with what he is saying

10. If purchasing a new car, the first thing you like about it is...
 - a. the way it looks
 - b. the price
 - c. the way it feels when you sit in it

11. What you notice most about people is...
 - a. the way they look or dress
 - b. the way they sound when they talk
 - c. how they move or carry themselves

12. When your problems get you down, it helps to...
 - a. write down everything to see it clearly
 - b. talk and listen to someone
 - c. cry, scream, or slam a door

13. When you have a lot of things to do, you...
 - a. make a list
 - b. keep reminding yourself about the things that need done
 - c. feel anxious until all or most of the things are done

14. When you go to the beach, the best thing about it for you is...
 - a. the view of the sand, water, and sky
 - b. the sound of the water, wind, and birds
 - c. the feel of the warm sand on your feet and the sun on your skin

15. You most enjoy books or magazines that...
 - a. have a lot of beautiful pictures
 - b. discuss interesting topics
 - c. cover sports, activities, or crafts

16. The way you tell if a person is in love with you is by...
 - a. the look in their eyes when they look at you
 - b. the way they say "I love you"
 - c. the way they touch you

17. It is easier to be with your friends when...
 - a. you are communicating by playing cards or watching TV
 - b. you are having good conversation or listening to music
 - c. you play sports

18. Going to a movie, the thing you enjoy the most is...
 - a. the visual effects
 - b. the sound track
 - c. the feelings the movie creates for you

19. The first thing you notice when you wake up in the morning is...
- the sun streaming down or that it's overcast
 - the sound of the wind, rain, or birds singing
 - the comfortable warm bed or the soothing cool sheets
20. You feel best about your career when...
- you see yourself moving up the ladder or see yourself making a difference
 - you overhear a compliment about yourself
 - you get a great feeling of satisfaction

Results:

Number of **A** answers _____ (A = visual)

Number of **B** answers _____ (B = auditory)

Number of **C** answers _____ (C = kinesthetic)

I scored highest in _____ My second highest score was _____

Your highest number is your primary communication style. The lowest number is usually the type of person you have trouble communicating with. The closer your numbers are, the more balanced your communication skills are (this means you are more easily able to relate to many different types of individuals with different communication styles).

VISUAL people make up _____ of the population.

Characteristics of visual people:

- great _____
- paint _____
- _____

They use words like _____

They learn by _____.

Professions: _____

Examples of well-known people who might be visual: _____

Write the initials of someone ***in your life*** who may be visual _____

AUDITORY people make up _____ of the population.

Characteristics of auditory people:

- _____ thoroughly
- _____ distracts

- _____ without looking at you

They use words like _____

They learn by _____

Professions: _____

Examples of well-known people who might be auditory: _____

Write the initials of someone ***in your life*** who may be auditory _____
.....

KINESTHETIC people make up _____ of the population.

Characteristics of kinesthetic people:

- _____ varies
- dress for _____
- _____

They use words like _____

They learn by _____

Professions: _____

Examples of well-known people who might be kinesthetic: _____

Write the initials of someone ***in your life*** who may be kinesthetic _____
.....

Can you think of one example of each of the 3 communication styles that you have observed ***in your work environment***? What makes you think it was that particular style?

Visual: _____

Auditory: _____

Kinesthetic: _____

So...how can you USE this information? Let's take a look 😊

With patrons:

- Using technology, if they are:
 - Visual _____
 - Auditory _____
 - Kinesthetic _____
- Locating information in the library, if they are:
 - Visual _____
 - Auditory _____
 - Kinesthetic _____

With supervisor:

- Giving information, if they are:
 - Visual _____
 - Auditory _____
 - Kinesthetic _____

Putting your knowledge to work: Think of one person whose communication style comes to mind more readily now. What is that style? How might you communicate with them more effectively?

20 WAYS TO IMPROVE OUR LISTENING SKILLS

1. Resist _____, stay _____.
2. Develop _____ skills.
3. Judge _____, not delivery.
4. Learn to listen _____.
5. Listen for _____.
6. Determine whether the person is expressing _____ or _____.
7. Respond to their _____, before responding **with facts**.
8. Listen "for" **emotions**, not "to" **people**.
 - a. _____
 - b. _____
 - c. _____
9. Listen at least _____ as much as you speak.
10. Avoid _____.

11. Delay _____.
12. Don't _____.
13. Keep from _____ except to draw out the other person's thoughts.
14. Keep an _____.
15. Use _____ questions.
16. Avoid _____ thoughts.
17. Notice _____ clues.
18. _____, so that they know you are there.
19. When responding, use **short** responses when the speaker is saying something
_____ to them.
20. _____ what they've said.

Remember that 2 monologues do not make a dialogue!

I tend **not** to listen when... _____

This is what I **will** do differently to enhance my listening skills: _____
_____ **...especially with** _____

ENSURING PROFESSIONAL COMMUNICATION

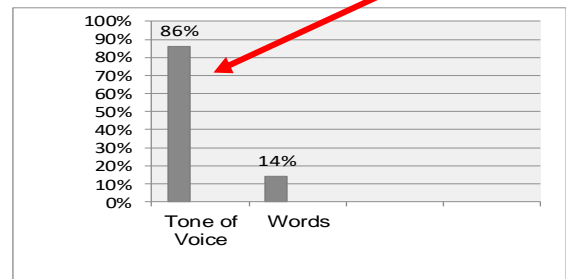
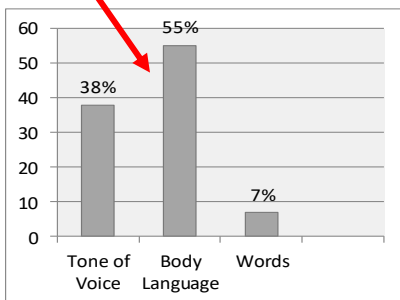
1. One area that demonstrates professionalism in communication is proper _____,
_____, and _____ in written communication.
2. To aid in this area, set your spell check to also check _____.
3. Some of the more common _____ errors can present a challenge.
4. When there are numerous errors in your writing, your reader may perceive you as
_____ and/or _____.
5. Understand that your _____ may not be their _____ when it comes to the **tone** of your writing, particularly in an email or text message.
6. If your correspondence is meant to be professional and you find yourself feeling
_____ as you are writing to someone, write your message in rough draft form first. Let it sit before sending. Consider editing it if your emotions are showing.

- 7) Don't forget that there are many advantages to using that old-fashioned device called the telephone:
- a) People still like to hear a _____.
 - b) You _____ they got your information.
 - c) You can _____ more clearly.
 - d) A phone conversation is subject to fewer _____.
 - e) Phone calls often save _____.
 - f) The person you need to speak to perceives you as more _____.

WHEN YOU RECEIVE A CALL

- 1) Answer promptly - _____ ring. Why?
- 2) Identify _____ - use _____ syllables.
- 3) Be _____. Why? Make them glad they called **you**.
- 4) Be _____.
- 5) Let the person you are calling know if **no** _____ is necessary.

THE IMPORTANCE OF YOUR "TELE-TONE"



FACE-TO-FACE
 Tone of Voice = 38%
 Body Language = 55%
 Words = 7%

OVER THE PHONE
 Tone of Voice = 86%
 Words = 14%

Of the items listed for improving your writing and telephone skills, circle the one(s) you'd like to improve.

What will you commit to using from today's session to improve your communication skills?
