
COMMUNICATION FLEXIBILITY

Enhance Your Ability to Connect and Collaborate

ODU DEPARTMENT OF
HUMAN
RESOURCES



Workshop Outcomes



natural communication style by completing an assessment.



communication effectiveness with colleagues and stakeholders by understanding your own personal style and adapting to different communication needs.

Module One

What is a Communication Style?

**Communication styles are the
specific ways people**

behave and express

**their preferences when they
communicate with others.**

Individuals may have different approaches to communication based on their personality, cultural influences, interpersonal skills, or profession.

Difficulties can emerge when you communicate with someone whose style differs from your own natural approach or a situation requires a different style.

Have you ever asked yourself this question?

**Are We Speaking the Same
Language?**

Module Two

Understanding Different Styles

No communication style is inherently better or worse than another.

They're simply different ways of receiving and sending information.

4 Communication Styles

Action-Based

Communication behaviors focus on action steps and how to produce results.



Process(Fact)-Based

Communication behaviors focus on values details, facts, and logic.

Idea-Based

Communication behaviors focus on ideas, vision, and the high-level or “big picture” items.



Relationship-Based

Communication behaviors focus on supporting people, and understanding what others think or feel.

What style do you gravitate towards?



Activity

**Communication
Style
Assessment**



Action Based Communication Style

Communication style is:

- **direct**
- **task-oriented**
- **cuts to the chase**

The What

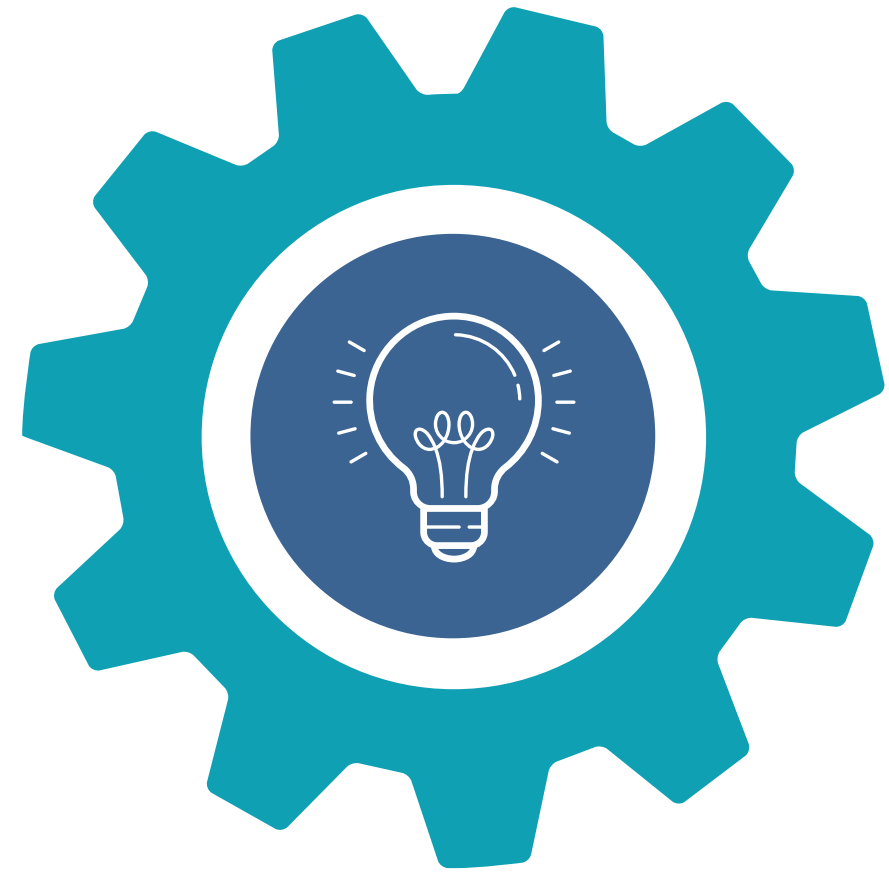


**Process (Fact)
Communication Style**

Communication style is:

- **pragmatic**
- **systematic**
- **scientific**

The How



**Idea Based
Communication Style**

Communication style is:

- **curious**
- **imaginative**
- **creative**

The Why



Relationship (People) Based Communication Style

Communication style is:

- **supportive**
- **relational**
- **understanding**

The Who

YOU MAY HAVE MORE THAN ONE STYLE

Many of us naturally lean on one to two dominant styles.

We might combine or change styles in different situations.

You can learn to adapt your communication style or behavior based on your listener or what the situation demands because styles are fluid.



Module Three

Adapting to Different Styles

Awareness = Adaptability

Clear communication centers on meeting the needs and enhancing the comprehension of the recipient(s) with precision and impact.



Action-Based

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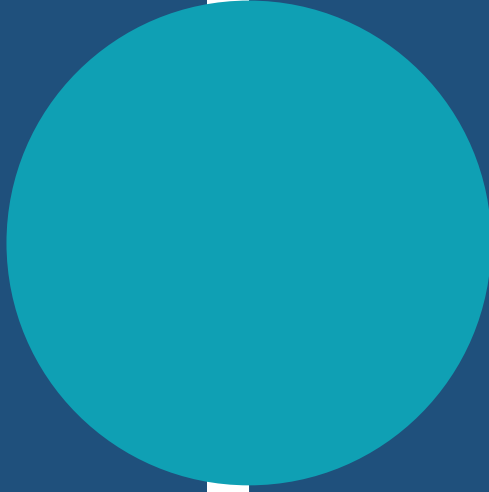
Process-Based

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Idea-Based

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People-Based

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Activity

Application Exercise

Finding the balance between your style and the recipient(s) of your communications is the key.

Awareness of your colleagues and their styles allows you to build flexibility and drive connection.

Questions?

Thank you!