

How to Communicate Effectively

The art of communication is the language of leadership. James Humes

You are a mixture of four communication behavior styles but one of them is usually dominant for you. First know which you are and then learn to understand and work with people who are different from you. Each of these styles is important to any group. Understanding this will serve you well for the rest of your life.

D

Likes control and challenges
Likes immediate results –action oriented
Direct – makes decisions quickly
Fear: loss of control – being taken advantage of
Self confident – risk taking
Limits: impatience – lack of concern for others

C

Likes quality and accuracy
Analytical –attention to detail
Want clear expectations and process
Fear: sloppy methods – criticism of work
Precise – introverted – diplomatic
Limits: overly critical of self – indecision

i

Persuades and influences others
Involved with people –groups
Seeks social recognition
Fear: Disapproval – social rejection
Optimistic – social – charming
Limits: Lack of follow through -
disorganized

S

Cooperative – likes stability
Good listener – calm – loyal
Prefer cooperation – appreciation
Fear: loss of stability – change
Team oriented – patient –systematic
Limits: Put personal needs last

Three keys to effective communication:

Seek first to understand, then to be understood." Stephen Covey

1. Be a good listener – ask good questions
2. Value what other people say even if you disagree
3. Be clear and be sure your message is understood

Volunteering

A VOLUNTEER is a person who is a light to others, doing well and willingly the tasks at hand-namely, being aware of another's needs and doing something about it. ~

"If you want to lift yourself up, lift up someone else." Booker T. Washington