



Communication Styles: It's Your Choice!

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Agenda

- One Word
- About PCRC
- Styles
- Choices
- Q & A



One Word...

...that comes to mind when you hear the word “communication”



Impacts...

- Interpersonal relationships
- Decision-making processes
- How problems are addressed
- Level of participation
- Future behavior
- Quality of life



Styles...

- Approaches to engagement
- Behaviors vs. personalities
- Neither right nor wrong
- Imply choices



Avoiding (Ostrich)

- “No Way”
- Neither assertive nor cooperative
- Does not pursue own concerns or those of the other
- Chooses not to engage



Competing (Lion)

- “My Way”
- Assertive and non-cooperative
- Pursues own concerns at the expense of the other
- Engages to win at all costs



Collaborating (Honey Bee)



- “Our Way”
- Assertive and cooperative
- Explores own concerns and those of the other
- Engages to find win/win solutions



Scenarios



Review

We covered:

- Reflections on communication
- Impacts of how we communicate
- Communication styles
- Style preferences
- Applying styles in different situations
- Consider trying different styles



Questions?



Thank you!
