

Michael V. Newman – Podcast – Episode 006

**How to Improve Your Communication Skills**

One of the most, if not the most important leadership skill is communication. Without making a solid connection with people, effective communication is really difficult. Do you know that each of us has a preferred communication style?

“If I understand you and you understand me, doesn’t it make sense that we can work more effectively together?” – Dr. Robert Rohm

**Understanding Communication Styles**

O\_\_\_\_\_\_\_\_\_\_\_\_\_

T\_\_\_\_\_\_\_\_\_\_\_

P\_\_\_\_\_\_\_\_\_\_\_

R\_\_\_\_\_\_\_\_\_\_\_\_\_

**Predominant Styles**

 **D**\_\_\_\_\_\_\_\_\_\_\_\_\_\_ - Outgoing/ Task-Oriented
 **I** \_\_\_\_\_\_\_\_\_\_\_\_\_\_ - Outgoing/People-Oriented
 **S**\_\_\_\_\_\_\_\_\_\_\_\_\_\_ - Reserved/People-Oriented
 **C**\_\_\_\_\_\_\_\_\_\_\_\_\_\_ - Reserved/Task-Oriented

|  |  |  |  |
| --- | --- | --- | --- |
| Predominant Styles | Personality Type | Secret Fuel | Comments |
| D |  |  |  |
| I |  |  |  |
| S |  |  |  |
| C |  |  |  |

**Certain Words and Phrases Make a Big Difference**

**D – Outgoing/Task-Oriented**

|  |  |
| --- | --- |
| **Words “D’s” like to hear** | **Words “D’s” don’t like to hear** |
| * Bottom Line
 | * Maybe
 |
| * Results
 | * Probably
 |
| * Goal
 | * Perhaps
 |
| * Success
 | * I think
 |

**S – Reserved/People-Oriented**

|  |  |
| --- | --- |
| **Words “S’s” like to hear** | **Words “S’s” don’t like to hear** |
| * Easy
 | * Conflict
 |
| * Guarantee
 | * Change
 |
| * Harmony
 | * Rush
 |
| * Team
 | * Risk
 |

If you would like more information on communication styles and the [DISC Assessment](https://www.personalityservice.com/portal/MNGR/store) you can go to: <https://innovationsinleadership.com/disc-resources>

**Resources:**

Positive Personality Profiles - by Dr. Robert Rohm

Who Do You Think You Are Anyway – by Dr. Robert Rohm

Answers: Outgoing, Reserved, People, Task, D, I, S, C, Dominant, Inspiring, Supportive, Cautious, Dominant, getting results Inspiring, having fun, Supportive, peace and harmony, Cautious, quality answers, value and bring correct