

Michael V. Newman – Podcast – Episode 007

**How to Improve Your Communication Skills – Part 2**

When you are in conflict or having a challenging conversation, consider these three questions:

* What is the source of this \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_?
* How much of this do I own?
* What can I do to \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ it?

“As leaders we will always have challenging conversations, it is how we handle them that will determine our success.”

**Understanding Communication Styles**

Outgoing

I

D

Task

People

C

S

Reserved

|  |  |  |  |
| --- | --- | --- | --- |
| Predominant Styles | Secret Fuel | Secret Fuel | Secret Fuel |
| D | Getting Things \_\_\_\_\_\_\_ |  |  |
| I | Having \_\_\_\_\_\_\_ |  |  |
| S | Peace | H\_\_\_\_\_\_\_ |  |
| C | Quality \_\_\_\_\_\_\_ | Value | Being \_\_\_\_\_\_\_ |

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

**I – Outgoing/People-Oriented**

|  |  |
| --- | --- |
| **Words “I’s” like to hear** | **Words “I’s” don’t like to hear** |
| * Fun
 | * Plan
 |
| * Creative
 | * Budget
 |
| * Variety
 | * Agenda
 |
| * Flexible
 | * Schedule
 |

**C – Reserved/Task-Oriented**

|  |  |
| --- | --- |
| **Words “C’s” like to hear** | **Words “C’s” don’t like to hear** |
| * Precise
 | * Spontaneous
 |
| * Analysis
 | * Flexible
 |
| * Structure
 | * Small Errors
 |
| * Details
 | * Hurry
 |

**Keys to Understanding Each Style**

|  |  |  |  |
| --- | --- | --- | --- |
| Predominant Styles | Want to Know  | They Are | Greatest Fear |
| D | What | Doers, Decisive, \_\_\_\_\_\_\_ | Being Taken \_\_\_\_\_\_\_\_\_\_\_of |
| I | Who | Inspiring, Interactive  | Rejection |
| S | How  | Stable, \_\_\_\_\_\_\_\_\_\_\_ | Loss of security |
| C | Why | Competent, Cautious | Being \_\_\_\_\_\_\_\_\_\_ |

**Blind Spots**

|  |  |  |
| --- | --- | --- |
| Predominant Styles | **Blind Spot** | **How to Overcome the Blind Spot** |
| D | Caring for \_\_\_\_\_\_\_\_\_\_ | Put people before your goals |
| I | Having too much fun | \_\_\_\_ more, focus on deadlines and milestones |
| S | Steady and status quo | Learn to accept \_\_\_\_\_\_\_ |
| C | Over analysis | Focus more on \_\_\_\_\_\_\_\_\_\_ than perfection |

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: conflict, diffuse, Done, Fun, Harmony, Answers, Correct, Direct, Advantage, Steady, Criticized, people, Listen, change, excellence