21st Century Employability Skills

Communication: Lesson 2

Communication Styles
4 Primary Attributes of Communication

Lesson Focus: 1 & 4

1. Speaks in a professional manner, uses appropriate content, and says things in a way that others will understand.

2. Can communicate using technology tools like email, LinkedIn, or PowerPoint slide shows. Knows how to use social media appropriately in work settings.

3. Knows how to choose words wisely and use non-verbal communication to make meaning clear. When writing uses correct spelling and grammar to make meaning clear.

4. Is an attentive listener and asks questions or repeats back what was heard to make sure everything was understood correctly.
Johari Window
Created by Joseph Luft and Harrington Ingham in 1955

Goals:

1. Increase your open area through communication
2. Analyze feedback to decrease your blind area

In communication, your self awareness influences how and what information you share.

Practice:
http://kevan.org/johari
Action Steps to Improve Communication

- Self assess your communication style(s)
- Learn to identify the style(s) of others
- Make adjustments based on who you are communicating with
- Find common ground
Communication Styles

• Supporter/Relater (O/I): Process focused communicator

• Analyzer/Thinker (G/I): Idea focused communicator

• Promoter/Socializer (O/D): People focused communicator

• Controller/Director (G/D): Action focused communicator
Active/Attentive Listening

- Be observant of visual clues
- Pay attention to information and the way it is delivered
- Ask questions and check that you understand what the speaker means
- Try to determine the speaker’s communication style so you can adapt your own to find common ground
Passive-Aggressive Communication

I’m not passive-aggressive.

Unlike some people I know.
Definition:

- Passive aggressive communication is used to express: anger, frustration, stress, or unsettled feelings

- This is done INDIRECTLY

- The speaker does not take responsibility for those feelings but can deflect them on others

- Pay attention to tone and non verbal communication to help identify passive aggressive behavior
Major Types of P-A Communication:

- Denial
- Blaming
- Revenge Seeking
- Controlling
- Guilting
- Sarcasm
- Back Stabbing
COMMON P-A PHRASES

Pay attention to tone and how it relates to the meaning behind words. Can you come up with other examples?

• "I'm not mad."

• "Fine." "Whatever."

• "Sure, I'd be happy to."

• "I was only joking!"

• "Why are you getting so upset?"

• "You just want everything to be perfect."
Action Steps to Confront P-A Communication

- Don’t take it personally: the speaker is projecting his/her frustrations onto you

- Moderate your response: stay calm, use a neutral voice, avoid escalating the situation

- Check for understanding: “it seems you are frustrated by…” or “am I understanding correctly that you think/feel…”

- Be direct: “When you communicate in this way it comes across to me as passive-aggressive…” or “what you said made me feel…”
Communication Assessment Video

NWoW Playlist:
www.youtube.com/playlist?list=PLWCjcrQpQiFZn9kWvXIKTnd-DOscOE6A
NEXT STEPS: PRACTICE!

Courses:
Communication  Communicating with Confidence  Communicating Across Cultures  Communicating with Empathy  Grammar Fundamentals  Effective Listening

Videos:
Simplify communication with templates and tools  Using email as a communication tool  Tips on nonverbal communication  Refining your verbal communication  Practicing the grammar rules  Becoming a better listener

LinkedIn and New World of Work have partnered to provide suggested next steps after each of the 21st Century Skills lessons.

Go to: www.linkedin.com/learning

These videos will help you continue to explore Communication. You can earn certificates of completion to post on your LinkedIn profiles along with any of your digital badges and skills verifications.