How Are You Really Communicating?

Success Signals

Facilitated by:
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Goals for today

- Identify and understand your personal communication style
- Identify, understand and accept other people’s communication style
- Learn to communicate with various people and work groups
- Successfully reduce conflict and practice stress relief strategies

Card Sort

- In handouts you have two pages that show 4 different “color cards”
- Number the 4 cards in order of preference

The 1st card sounds most like you and the 4th card is least like you
**Blue**

**Things to Consider:**

- Communication is the fabric of their being
- Inventors of the “grapevine”
- If you make it safe for them – they will give you their all
Brown

Things to Consider:
- Show their feelings with actions
- Time is of the essence
- Can make a decision with or without facts

Green

Things to Consider:
- Invented quality control
- Emotions stay internal (most of the time)
- No surprises
Red
Things to Consider:
• Spurt workers
• Enjoy their freedom
• Express things in extremes (provocative language)

Communication Rhythms
Color Activity

- What three words best describe your color?
- What positive skills/traits are linked to your color?
- What negative stereotypes are associated to your color?
- Identify someone (past/present) that is your specific color.

Blends Of style
GREEN
Share
Accurate Information

• Thoughtful decision makers
• Logic not emotions
• Steady & goal oriented
• Plans with timely action

BROWN
Get Things Done

BROWN
Get It Done

- Creative decision makers
- Flamboyant/results oriented
- Impatient to do now
- Often entrepreneurial
- Most impatient

RED
Express & Create Change
**BLUE**

**Connect with People**
- Caring & Fun
- Expressive
- Flamboyant
- Sensitive
- Inspirational

**RED**

Entertaining & Creative

**GREEN**

Exchange Accurate Information
- Thoughtful & Caring
- Both Intuitive & Analytical
- Logical & Emotional
- High Quality Results With All Involved
- Slowest Decision Makers

**BLUE**

Facilitate Relationships
### Blue

**Connect With Other People**

- Include Others But Make Quick Decisions
- People & Task Oriented
- Mother Theresa
- Caring Yet Ready To Press On

### BROWN

**Get Things Done**

### GREEN

**Exchange Accurate Information**

- Planned Yet Spontaneous
- Logical & Intuitive
- Get Details With View Of Big Picture
- Cautious/Risk Taker

### RED

**Entertaining & Creative**
Determining Others’ Style

Observe the person’s **words, demeanor & reactions** to identify their style/color

1. Observe
2. Ask
3. Experiment

VIPS of Conflict

- **Values**
- **Interests**
- **Perceptions**
- **Styles**
### Style Conflict “Extremes”

<table>
<thead>
<tr>
<th>WITHDRAWL</th>
<th>UNILATERAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>“Analysis to Paralysis”</td>
<td>“Dictate and Threaten”</td>
</tr>
<tr>
<td>MARTYR</td>
<td>REBEL</td>
</tr>
<tr>
<td>“Passive Resistance”</td>
<td>“Personal Attacks”</td>
</tr>
</tbody>
</table>

#### How to Influence Another’s Extreme Behaviors

- Be logical, sequential, factual
- Be specific, accurate, literal
- Present background info & historical data
- Allow time to consider request

- Be direct & brief
- Stay on topic
- Do not emote
- Provide recommendations for solutions

- Empathize/express concern for their feelings
- Ask for their input
- Explain how others will be helped by your request
- Share something personal

- Show energy & enthusiasm
- Give options with impacts
- Don’t cite “policy” or rules as reasons why
- Let them know you’re willing to be flexible
Remember…

- YOUR colors can change
- YOUR colors can be misinterpreted
- YOU are more than two colors
- How YOU communicate, is just as important, as what YOU are communicating

Thank you for your participation in today’s class.

We hope that you will continue to practice these concepts on communication when you return to your workplace.

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HELP WANTED!

Please take a few minutes to use the evaluation form on the mobile app and provide your feedback on this session!

Evaluations help us select sessions for future conferences and provide valuable feedback for conference planners & speakers.

Thank you!
<table>
<thead>
<tr>
<th>Brown Tends to Project:</th>
<th>&quot;Just Do It&quot;</th>
</tr>
</thead>
<tbody>
<tr>
<td>Direct</td>
<td>Dutiful</td>
</tr>
<tr>
<td>Duty</td>
<td>Focused</td>
</tr>
<tr>
<td>Results-Oriented</td>
<td>Focused</td>
</tr>
<tr>
<td>Builder/Achiever</td>
<td>Organic</td>
</tr>
<tr>
<td>Chain of Command</td>
<td>On Time and On Task</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Green Tends to Project:</th>
<th>&quot;Look Before You Leap&quot;</th>
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<tbody>
<tr>
<td>Logical</td>
<td>Exact</td>
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<tr>
<td>Quality-Cautious</td>
<td>Prepared</td>
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<tr>
<td>Thorough</td>
<td>Sequential</td>
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<tr>
<td>Factual</td>
<td>Analyzes</td>
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<td>Perfectionist</td>
<td>Plans</td>
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<tr>
<td>Thoughtful</td>
<td>Researches</td>
</tr>
</tbody>
</table>
Red
"Make Your Own Kind of Music"

Signals Red Tends to Project:

- Fast
- Flexible
- Humorous
- Dramatic
- Energetic
- Non-Linear
- Likes Options
- Fun
- Risk Taker
- Adventurer
- Inspiring

Blue
"Let's Work Together"

Signals Blue Tends to Project:

- Honest, Truthful
- Considerate
- Team Oriented
- Helpful
- Picks Up Subtleties
- Amiable
- Relational
- Constructive
- Sensitive
- Confrontational
- Friendly
- Builds Confidence