




Time	Suggested Remarks	Icon	Tips/Notes
10 min	<p>Communication Styles</p> <p>Refer participants to the Communication Styles grid on page 9 of their handouts.</p> <p>Inform participants that research that shows people have a preferred style of communication.</p> <ul style="list-style-type: none"> - Having knowledge of a member’s style helps you communicate more effectively with them. - The communication styles model categorizes people as having a preference for one of the 4 styles described. 		<p>Communication Styles P 9</p> <p>Note: People have a preference for one style. They may use multiple styles, depending on the situation, but they will generally lean toward one style over another.</p>
	<p>Review the characteristics of each style: logical, friendly, assertive, and enthusiastic.</p> <p>Ask: Can you think of a person who fits into one of these categories?</p> <p>Introduce the exercise at the bottom of page 9 by asking each person to identify a member they work with regularly. Have them complete the exercise with this member in mind.</p> <p>Debrief the exercise by asking several people to share their responses.</p> <p>Make the following point about styles:</p> <ul style="list-style-type: none"> - Keep in mind that although each of us might fit into each of these categories at some point, the styles research indicates that we have an overall tendency toward one style. <p>Review the suggested approach for each of the styles under How to respond.</p> <p>Ask: What is your own communication style?</p>	 	<p>Optional Activity: Have participants identify a celebrity or character that fits each style:</p> <ul style="list-style-type: none"> - Logical = Frasier - Friendly = Mr. Rogers - Assertive = Archie Bunker or Donald Trump - Enthusiastic = Tigger or Richard Simmons <p>Tip: If participants have difficulty identifying a dominant style, ask them to identify the style the member is not. That will help identify how to best work with the member.</p>