



National Association of
Development Organizations

How's Your Internal Communication Style Working for You?



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Communication Premises

Each person is responsible for h/h communication.

One communication impacts another communication.

Emotions have an impact on communication.

There will always be communication challenges.

Crucial Communications

Opinions vary

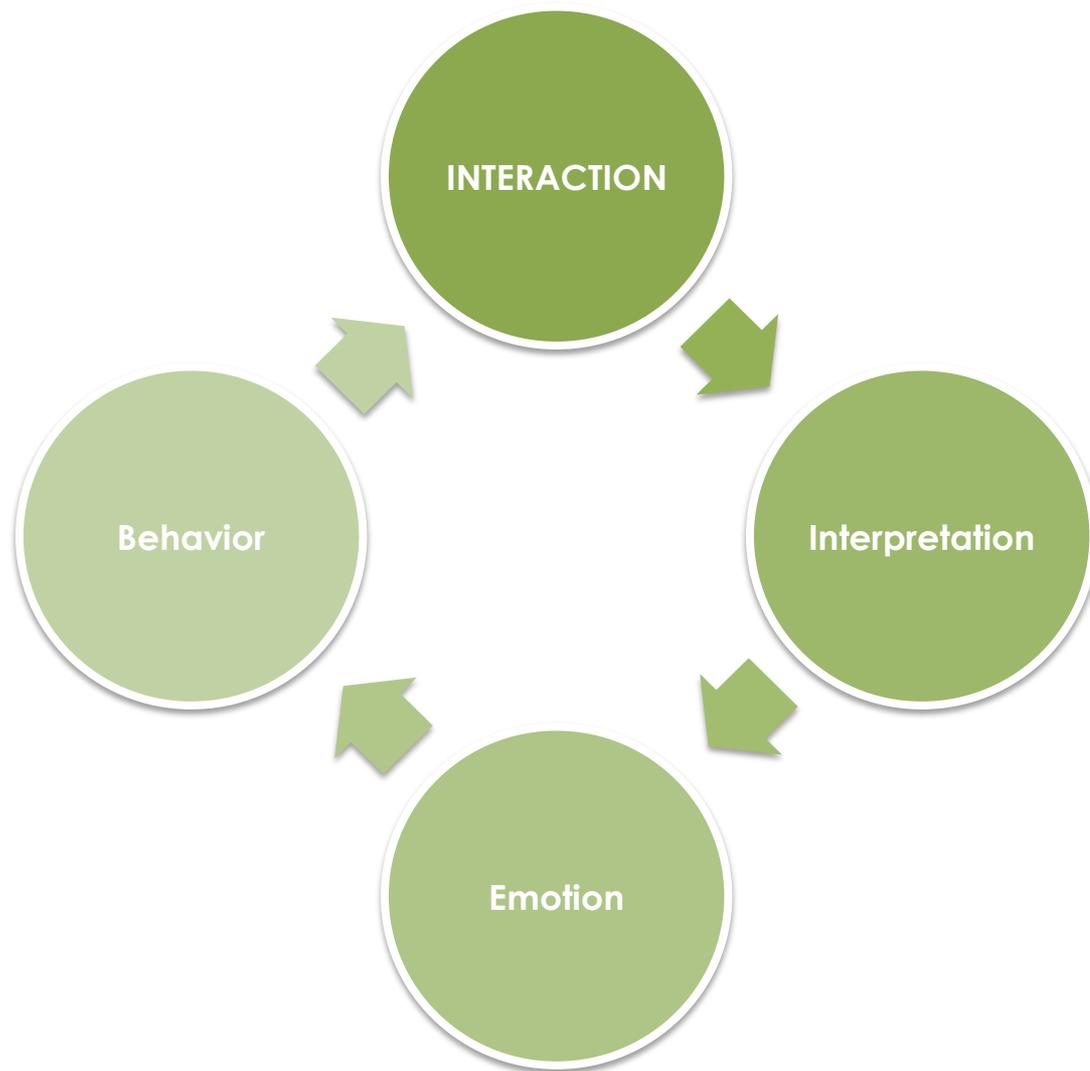
Stakes are high

Emotions are strong

Why We Fail at Crucial Communications

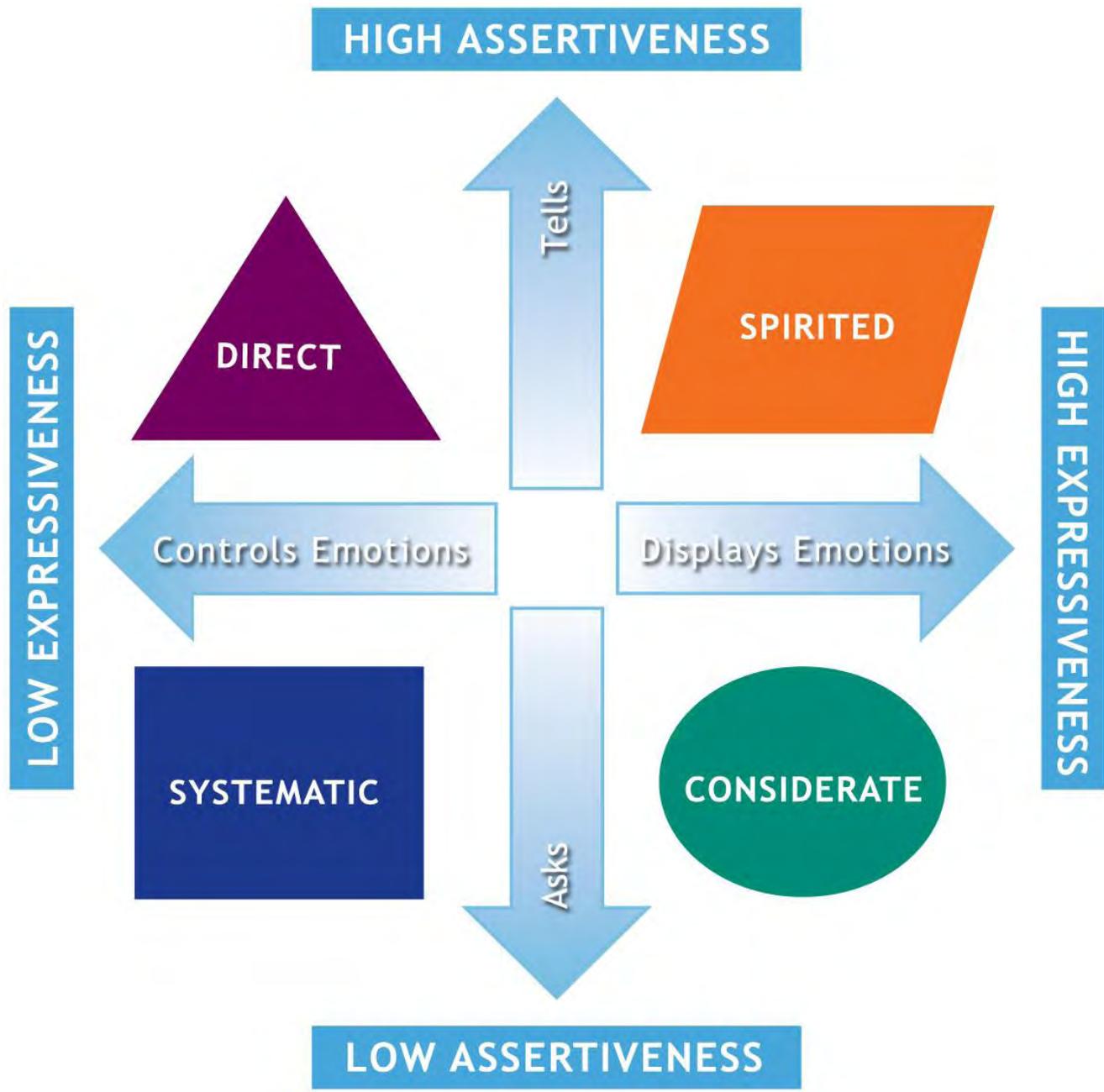
1. Avoid or stay silent
2. Attack the person
3. Don't care/care too much
4. Don't have a model
5. Hijacked by emotions

The Psychology of How Conversations Go Downhill



What's Your Communication Style?

- Style impacts interactions
- Knowledge of others' styles can prevent misinterpretation
- How you manage your style helps determines your success



From HRDQ: What's My Communication Style?

Communication Style Strengths

Direct



- △ Gets to the bottom line
- △ Speaks forcefully
- △ Maintains eye contact
- △ Presents position strongly

Spirited



- Is persuasive
- Is a good storyteller
- Focuses on the big picture
- Uses motivational speech

Considerate



- Listens well
- Is a good counselor
- Uses supportive language
- Builds trust

Systematic



- Presents precisely
- Focuses on facts
- Is efficient in speech
- Has a well-organized work space

Communication Style Trouble Spots

Direct

- Is a poor listener
- Is impatient with others
- Does not heed advice
- Likes to argue

Spirited

- Does not hear details
- Tends to exaggerate
- Generalizes
- Can be overdramatic

Considerate

- Avoids conflict
- Gives in easily
- Keeps opinions to oneself
- Overemphasizes feelings

Systematic

- Focuses too much on details
- Fears personal disclosure
- Can be terse
- Uses little variety in vocal tones

Interacting With Different Styles

Direct

- Focus on their goals and objectives
- Keep your relationship businesslike
- Argue facts, not personal feelings
- Be well-organized in your presentations
- Ask questions directly
- Speak at a relatively fast pace

Spirited

- Focus on opinions and inspiring ideas
- Be supportive of their ideas
- Don't hurry the discussion
- Engage in brainstorming
- Be entertaining and fast-moving
- Allow them to share their ideas freely

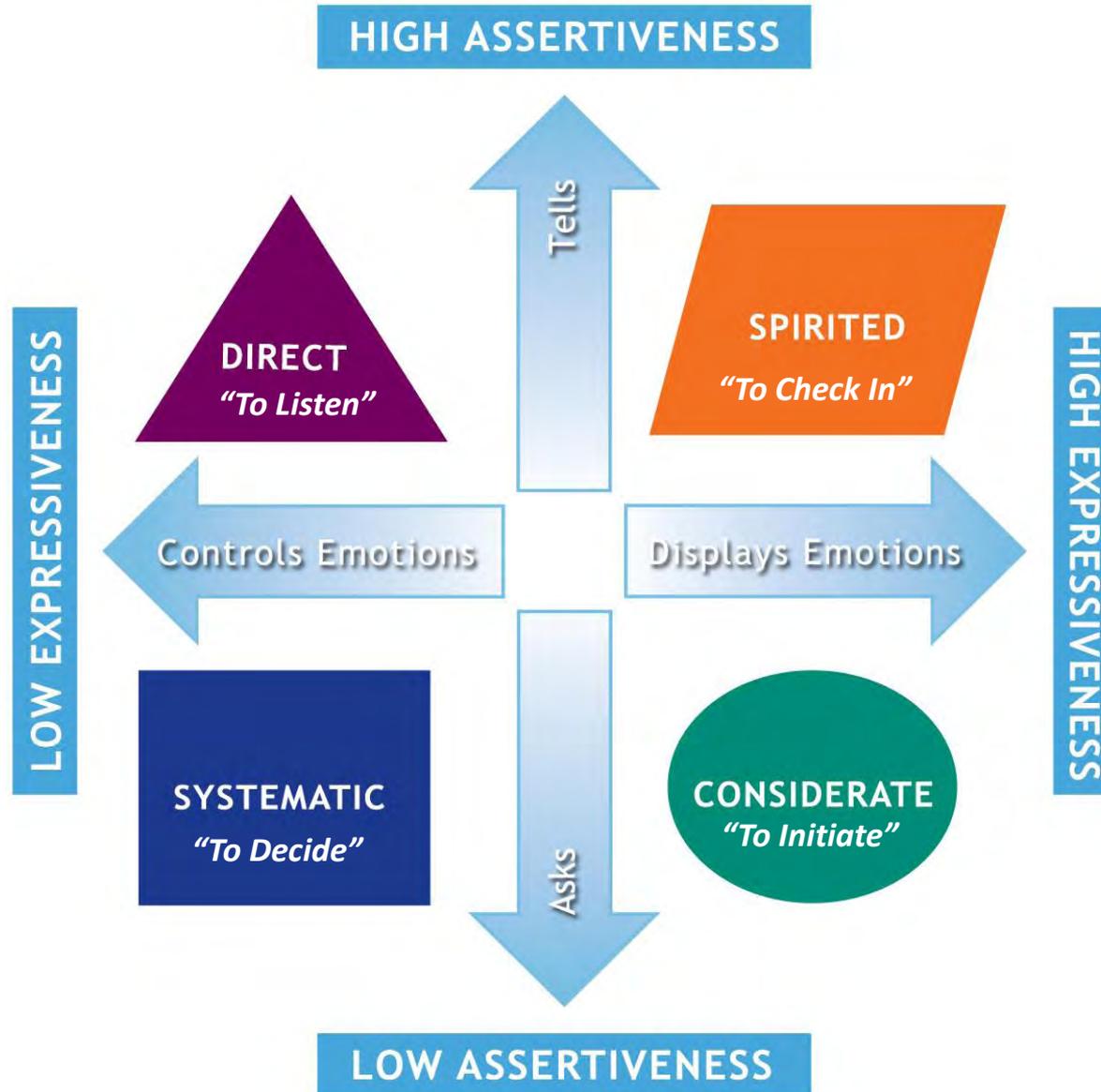
Considerate

- Focus on your relationship
- Be supportive of their feelings
- Make sure you understand their needs
- Be informal
- Maintain a relaxed pace
- Give them time to build trust in you

Systematic

- Focus on facts, not opinions
- Be thorough and organized
- Provide written evidence when possible
- Be systematic in your presentations
- Avoid gimmicks
- Allow time for analysis

Development Areas for Each Style



Strategies

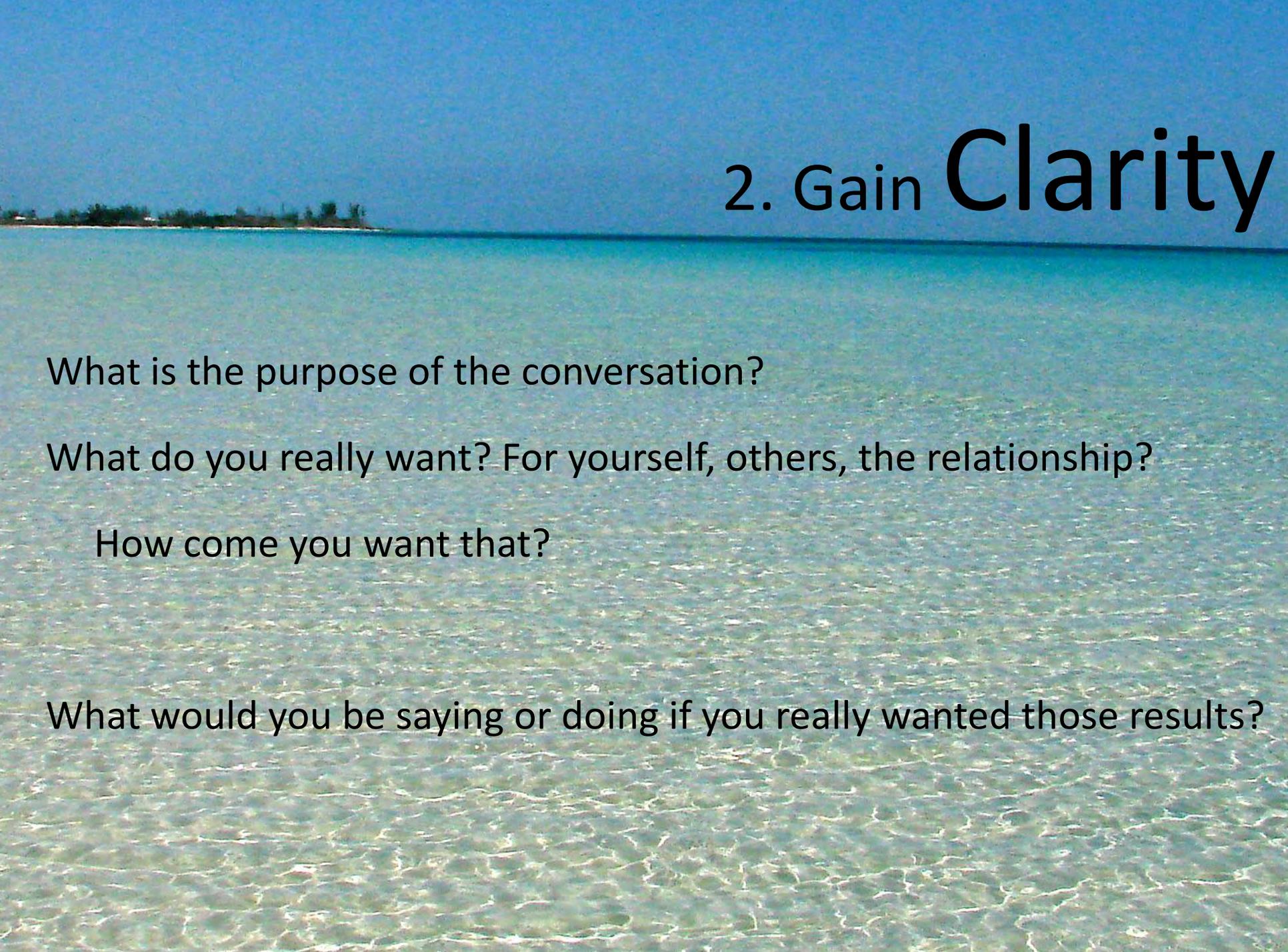
1. Manage Your Reactions

Identify emotions

Understand reactions

Manage responses





2. Gain Clarity

What is the purpose of the conversation?

What do you really want? For yourself, others, the relationship?

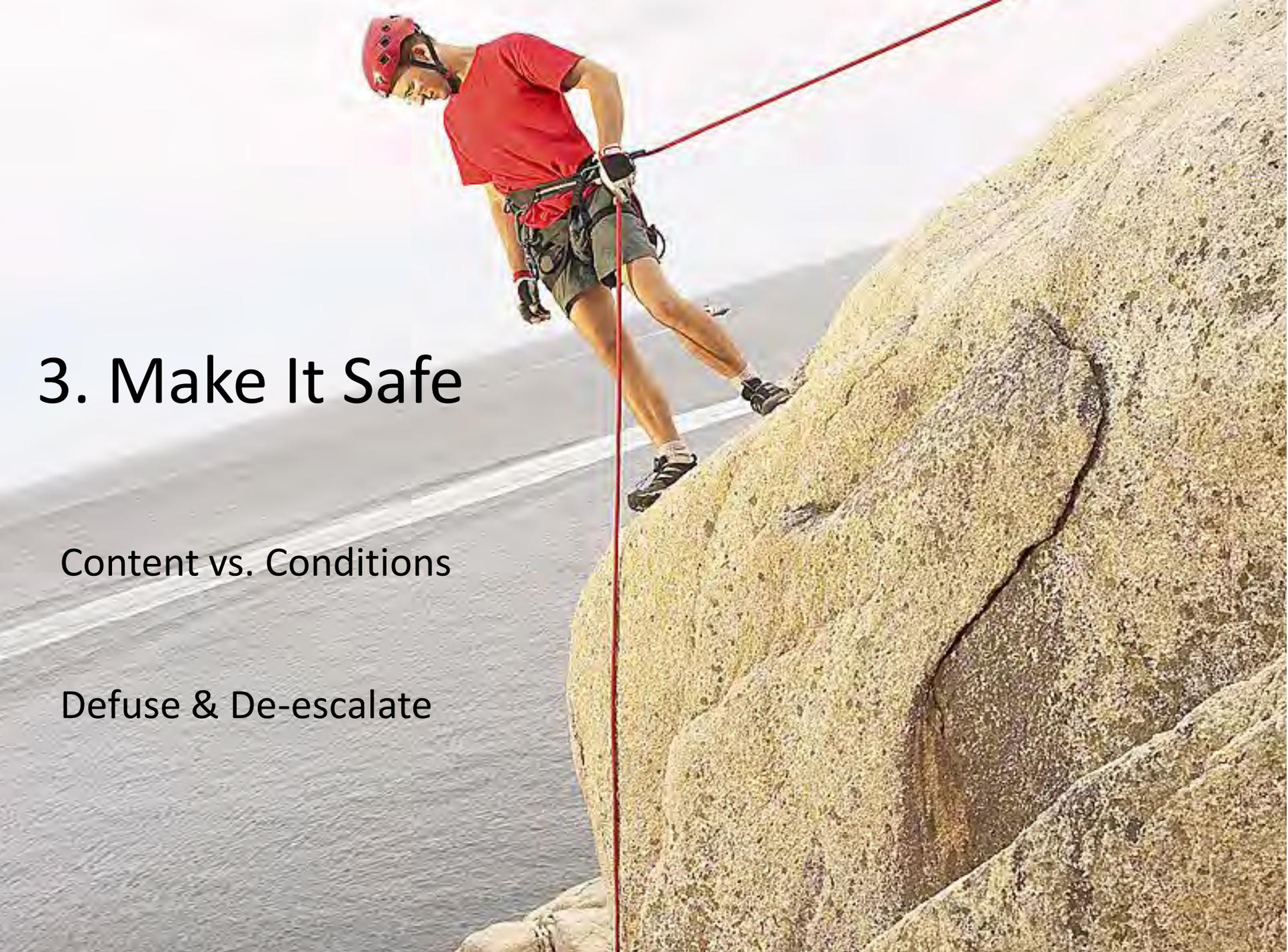
How come you want that?

What would you be saying or doing if you really wanted those results?

3. Make It Safe

Content vs. Conditions

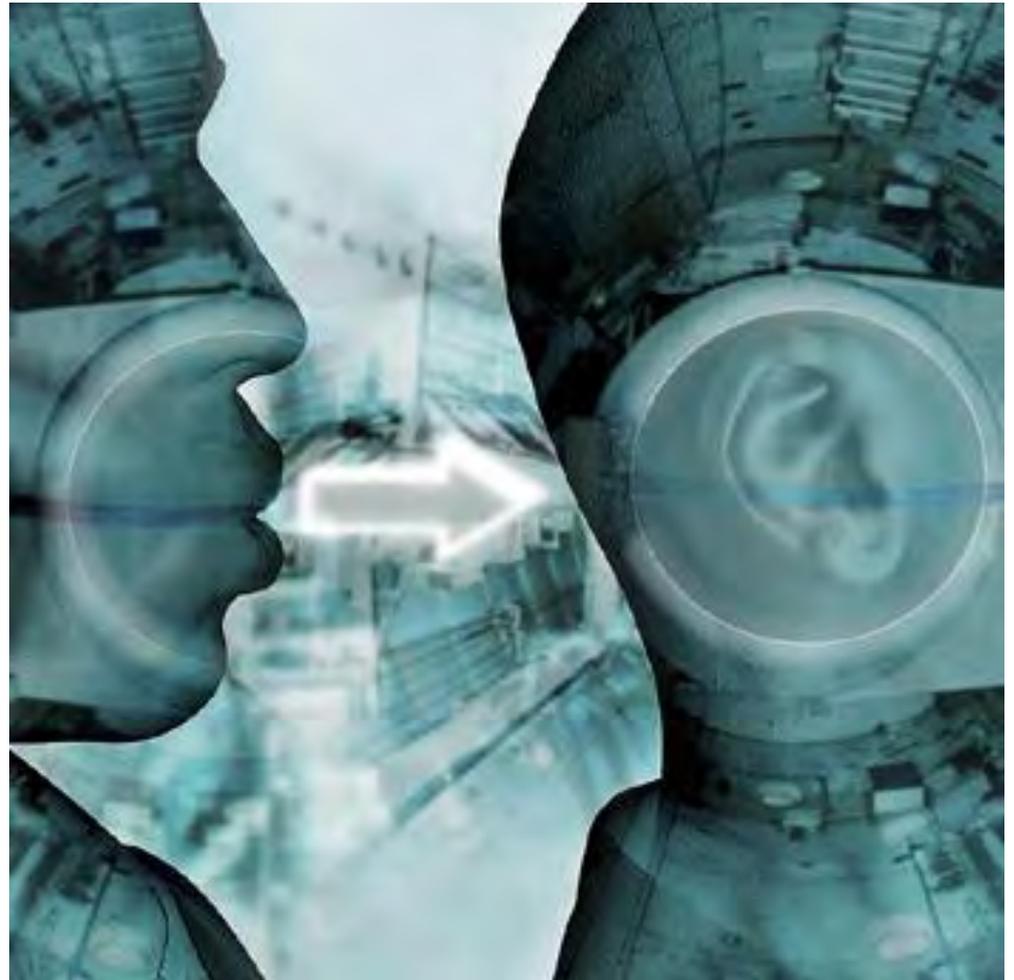
Defuse & De-escalate



4. Listen With Empathy

What is **empathy**?

How do **you** do it?



I believe in getting into
hot water,
it helps keep you
clean.

G.K Chesterton



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