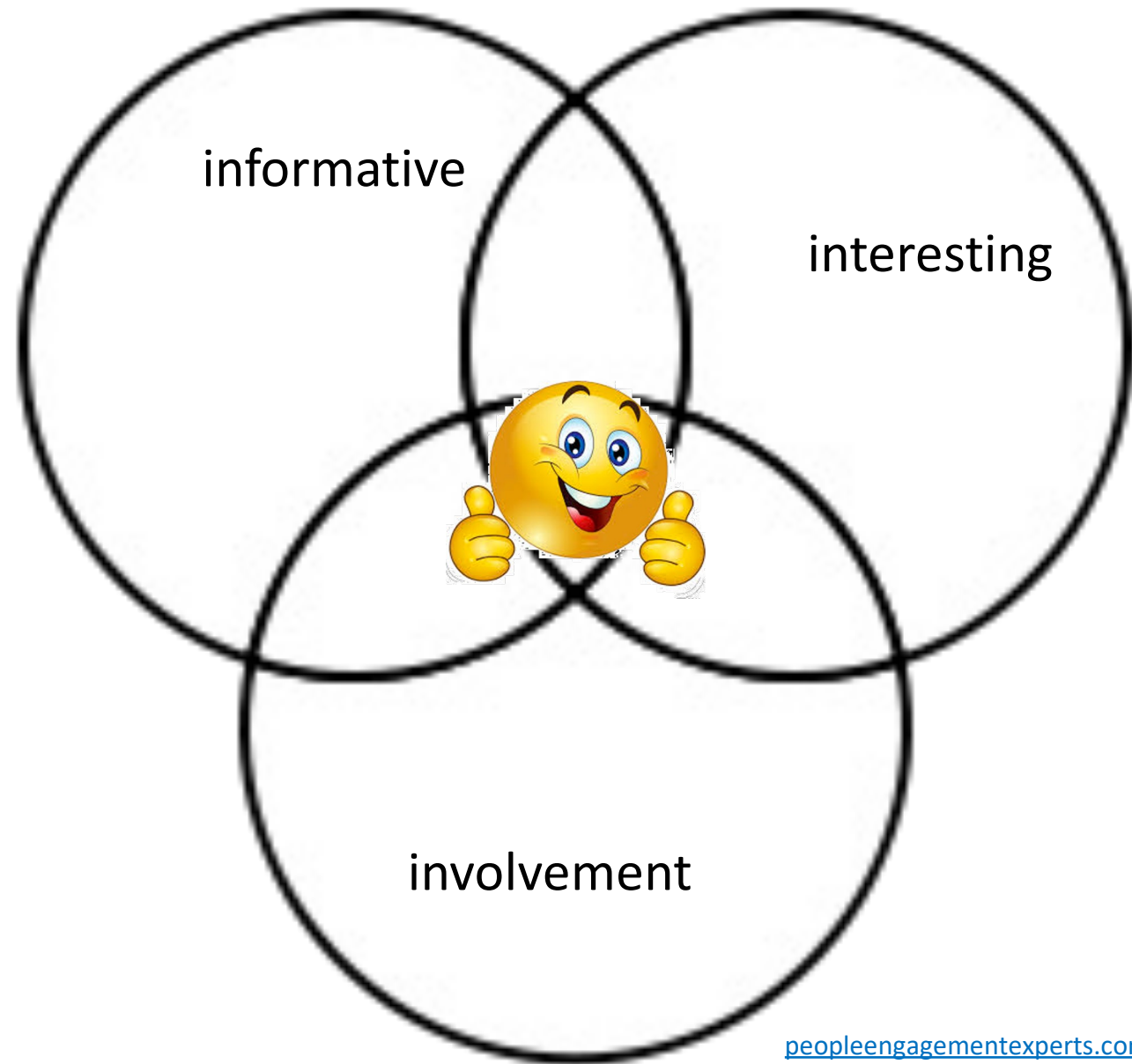


A photograph of a man and a woman in a professional setting. The man, wearing a light blue short-sleeved button-down shirt, is standing and gesturing with his hands while speaking. The woman, with long dark hair in a ponytail and wearing a light-colored short-sleeved shirt, is seated at a desk, smiling and looking at him. She is holding a pen and a notepad. In the background, two other women are seated in chairs, looking towards the man. A whiteboard is visible on the wall behind them.

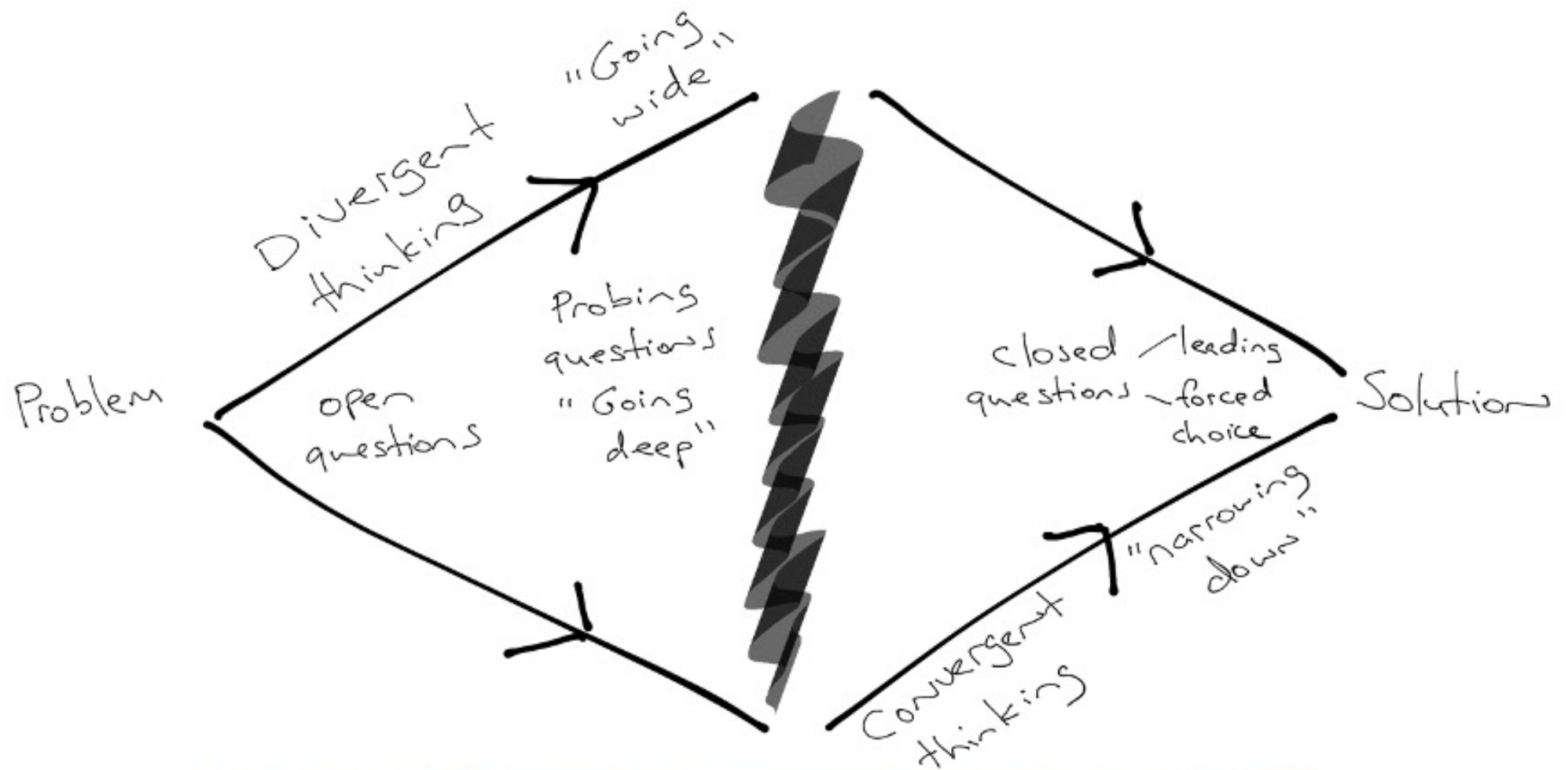
Review, Refresh, & Renew Your Communication Toolbox

Engaged Communication



The tactical use of purposeful questions





active / deep listening



— RADIO —
WIIFM
WHAT'S IN IT FOR ME

Core WIIFM Questions

1. What do you stand to gain if you do?
2. What do you stand to lose if you don't?

'Motivational Interviewing' Technique

1. "On a scale of 1-10 (10 being the highest), how ready are you to do this"?
2. (If a low number) "Why didn't you say an even lower number"? Or (If a medium number), "What do we need to do to move you up a notch"?










REACH profiles



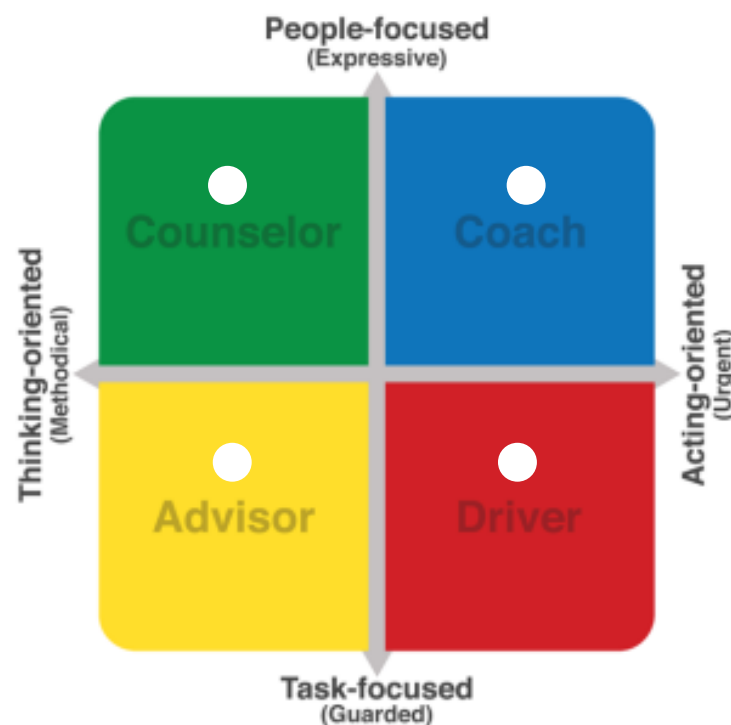
STYLE MARKERS:

-  **Communicating** with a warm, comforting style
-  **Conflict-handling** by accommodating others' views
-  **Delegating** by 'asking' others for participation
-  **Planning** through a careful, flexible approach
-  **Learning** with careful, step-by-step reflection






Generally Recognised as:

- ☐ Rule conscious
- ☐ Focused on practicality
- ☐ Concerned with helping others
- ☐ Consistent and reliable in decision-making
- ☐ Encouraging to others in times of hardship
- ☐ Quick to build constructive relationships
- ☐ Motivated to collaborate with others
- ☐ Sensitive to others' needs and concerns

Your Style








STYLE MARKERS:

-  **Communicating** with charisma, dynamic style
-  **Conflict-handling** by collaborating on solutions
-  **Delegating** by 'selling' others on participation
-  **Planning** through a fluid, interactive approach
-  **Learning** with active, 'big picture' understanding

Generally Recognised as:

- ☐ Works best in a team environment
- ☐ Focused on goal accomplishment
- ☐ Offers intense, fluctuating effort
- ☐ Easily bored and impulsive
- ☐ Emotionally engaged in decision-making
- ☐ Motivated by a fast-paced environment
- ☐ Flexible in trying new approaches
- ☐ Invests in the lives of those around them
- ☐ Adapts quickly to changing circumstances
- ☐ Risk-tolerant, bold and competitive
- ☐ Excitable and charismatic

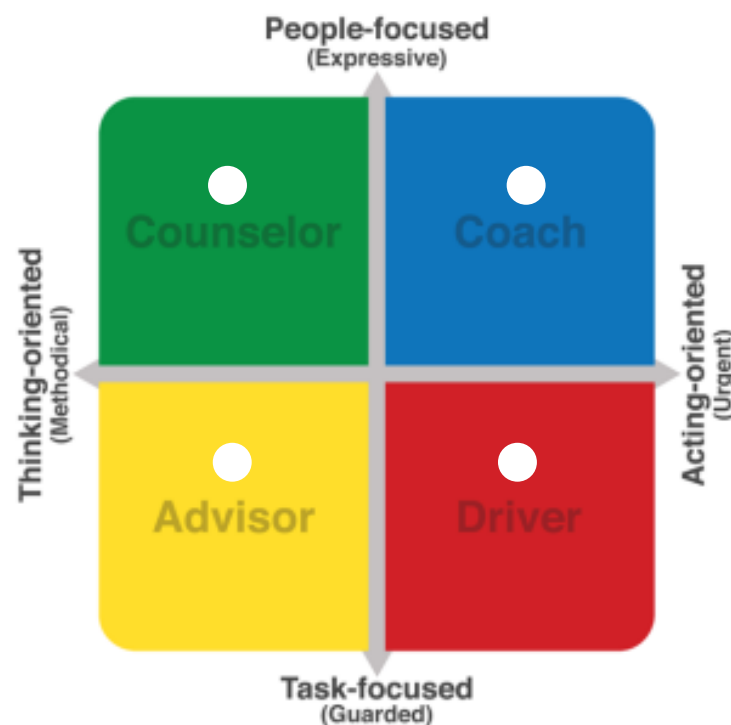
STYLE MARKERS:

-  **Communicating** with a reserved, formal style
-  **Conflict-handling** by identifying compromises
-  **Delegating** by 'teaching' the suggested approach
-  **Planning** through methodical, detailed preparation
-  **Learning** with careful, step-by-step reflection






Generally Recognised as:

- ☐ Detail-minded, analytical and critical
- ☐ Task focused
- ☐ Objective and rational
- ☐ Offers measured and focused effort
- ☐ Concerned for accuracy and efficiency
- ☐ Rule conscious
- ☐ Focused on practicality
- ☐ Consistent and reliable in decision-making
- ☐ Self-reliant and Independent
- ☐ Formal and professional in demeanour

Your Style

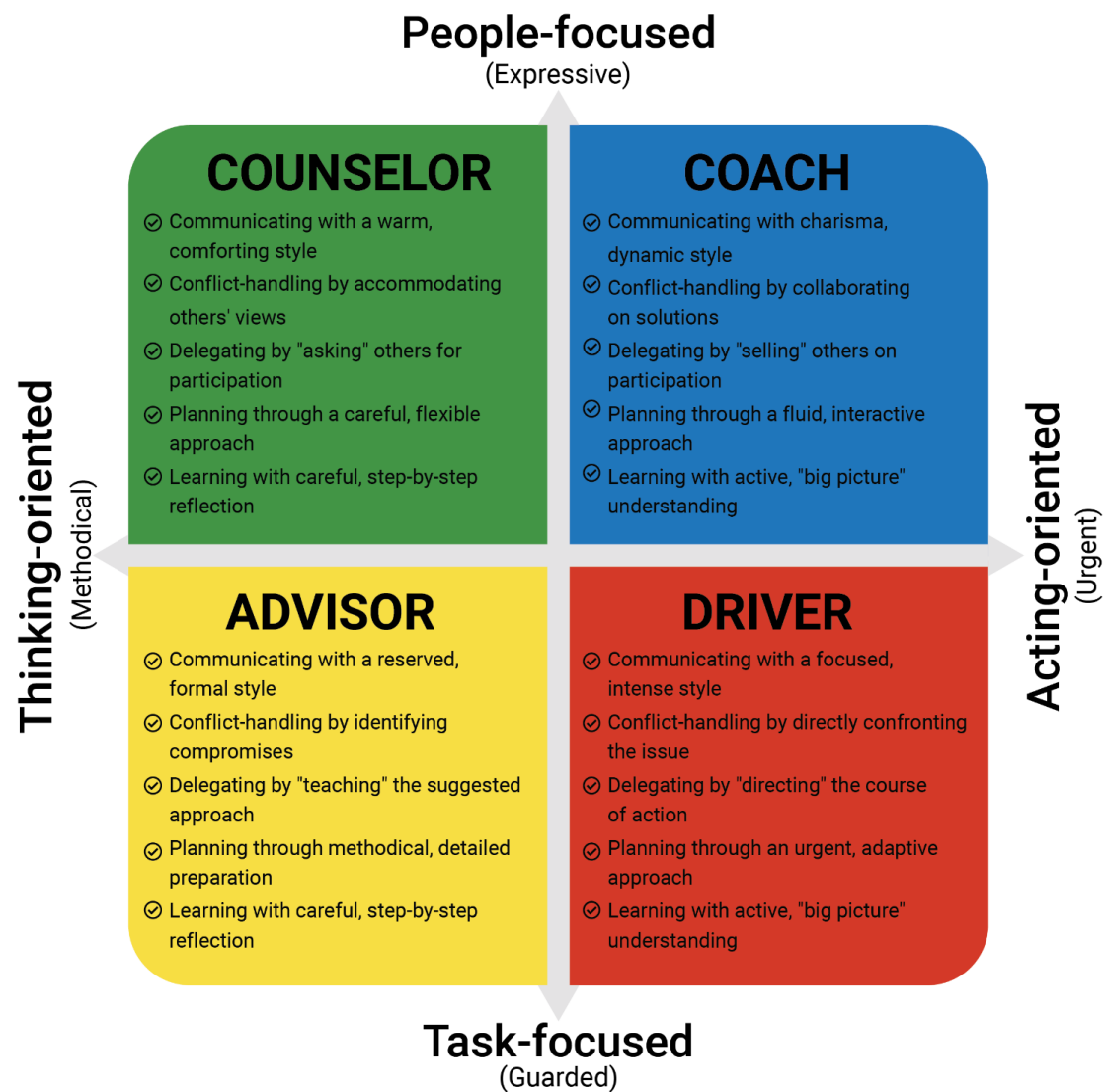


STYLE MARKERS:

-  **Communicating** with a focused, intense style
-  **Conflict-handling** by directly confronting the issue
-  **Delegating** by 'directing' the course of action
-  **Planning** through an urgent, adaptive approach
-  **Learning** with active, 'big picture' understanding

Generally Recognised as:

- ☐ Self-reliant / Independent
- ☐ Risk tolerant
- ☐ Focused on goal accomplishment
- ☐ Motivated by a fast-paced environment
- ☐ Objective and rational in decision making
- ☐ Flexible in trying new approaches
- ☐ Adapts quickly to changing circumstances
- ☐ Formal and professional in demeanour
- ☐ Frustrated when they encounter obstacles



Personal Style Interactions

Counselor Try to: Build genuine rapport Affirm what you hear Recognise personal interests Avoid: Rushing the conversation Using an impersonal tone Overlooking their concerns	Coach Try to: Focus on the big picture Emphasise impact on people Encourage brainstorming Avoid: Sharing unnecessary details Limiting their feedback Using an impersonal tone
Advisor Try to: Focus on the details Emphasise logic and rationale Draw out specific concerns Avoid: Using emotional arguments Offering vague expectations Pushing for a conclusion	Driver Try to: Focus on the bottom line Emphasise results Be clear and specific Avoid: Forcing personal small-talk Controlling the conversation Challenging their position