

Konzept der „Social Styles“ nutzen, um punktuell das eigene Verhalten an die Stile anderer anzupassen

Kommunikation & Kollaboration in der digitalen Welt



Unterschiedliche Personen haben unterschiedliche Bedürfnisse



Quelle: <https://www.pexels.com/de-de/foto/zwei-braune-pferde-in-der-nahe-von-outdoor-2545233/> von Katie McNulty, <https://www.pexels.com/de-de/foto/schwarzweiss-zweifarbig-katze-3318215/> von NastyaSensei,

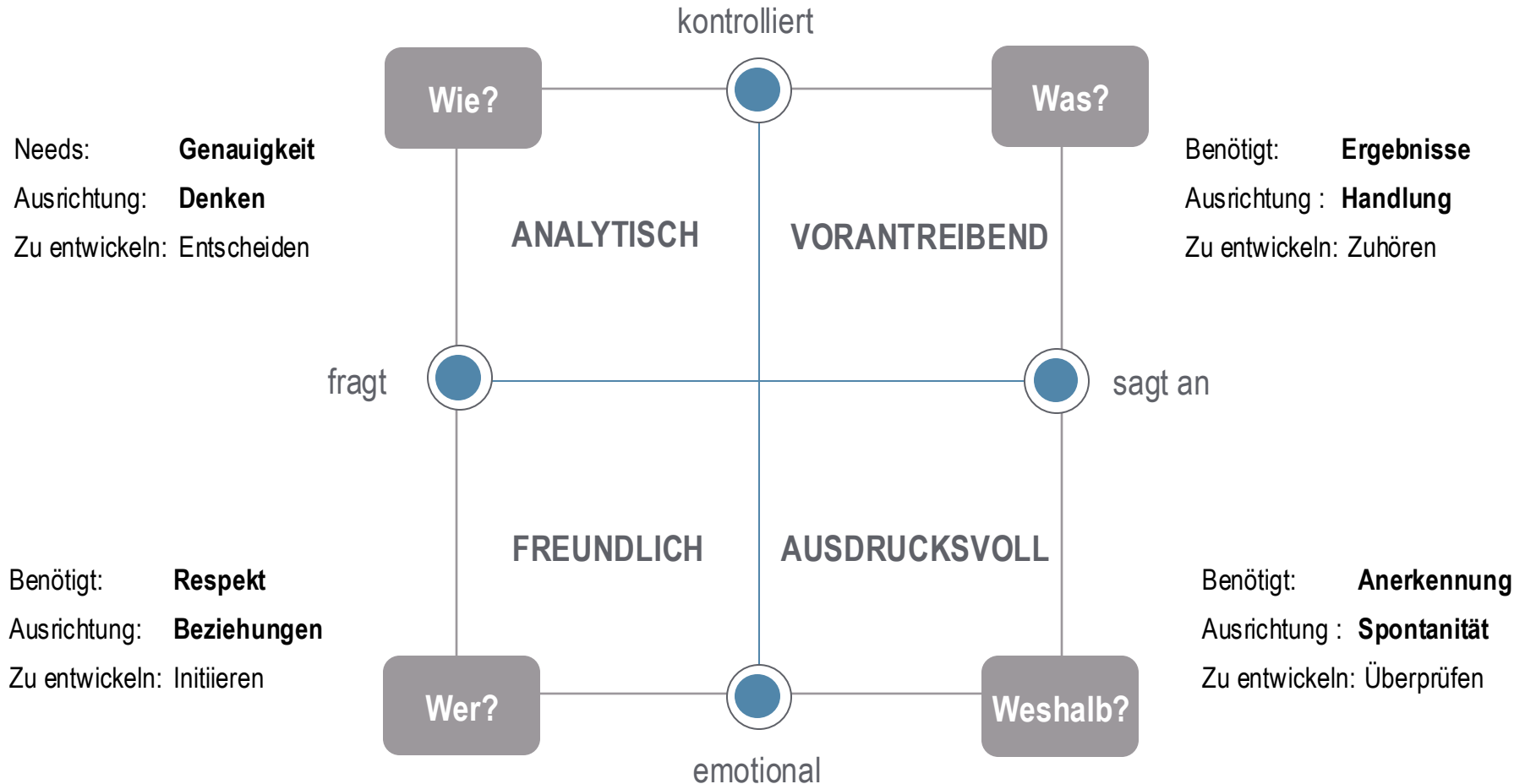
Verhaltensstil „Social Styles Model“

Hintergrund dieses Modells:

- Verhalten ist sehr einfach zu beobachten
- Es ist was wir sagen oder was wir tun
- Es kann gehört und gesehen werden
- Kein Stil ist gut oder schlecht
- Wie sich jemand verhält hat einen direkten Einfluss auf die Interaktion & Zusammenarbeit mit anderen

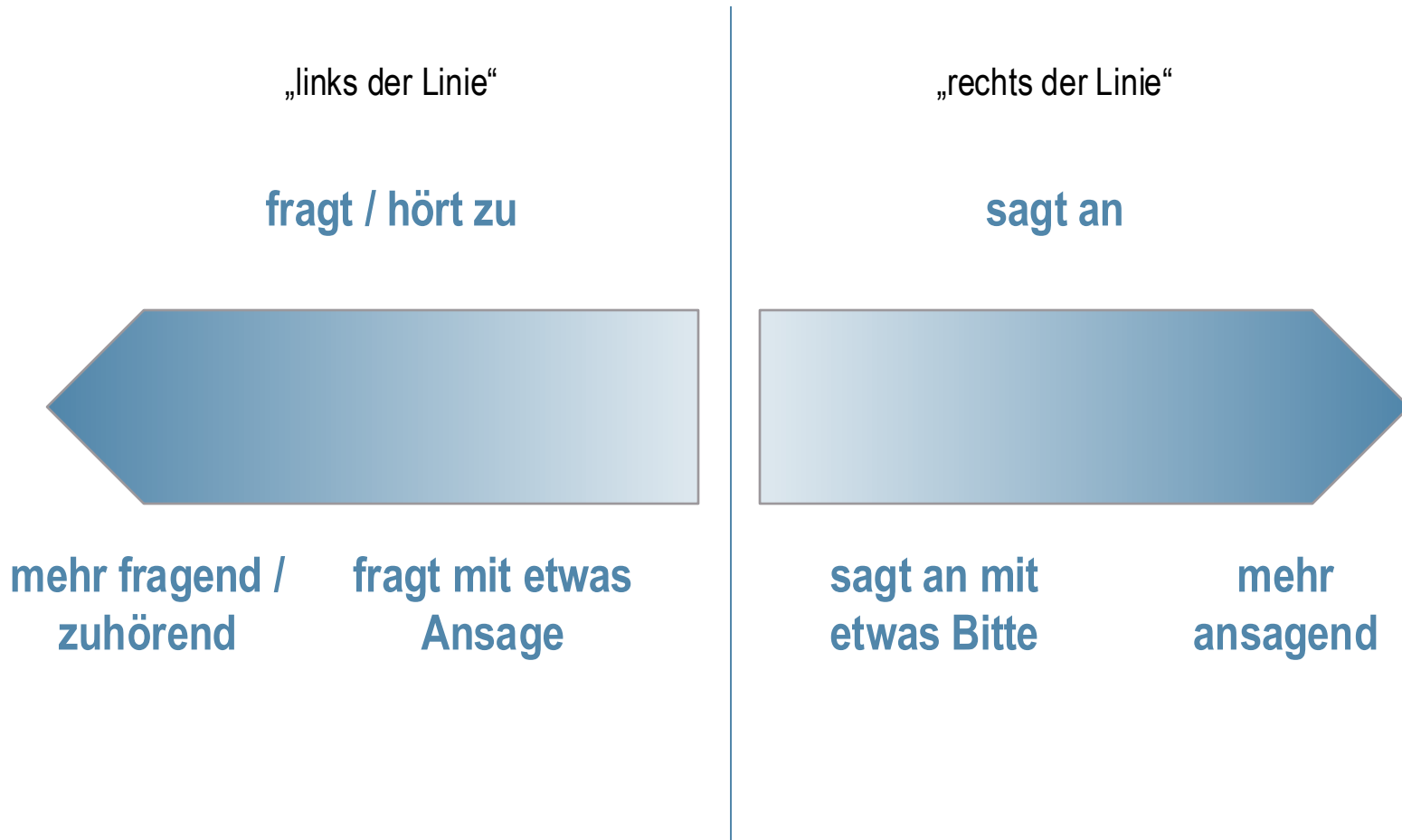
Quelle: Angepasst von People Styles at Work, R. Bolton & D. Grover Bolton, 2009, 2. Auflage, The Secret Sauce of Social Styles, Sounding Board Inc. 2022; <https://www.pexels.com/de-de/foto/foto-von-leuten-die-handshakes-tun-3184416/> von fauxels

Social Styles – Überblick

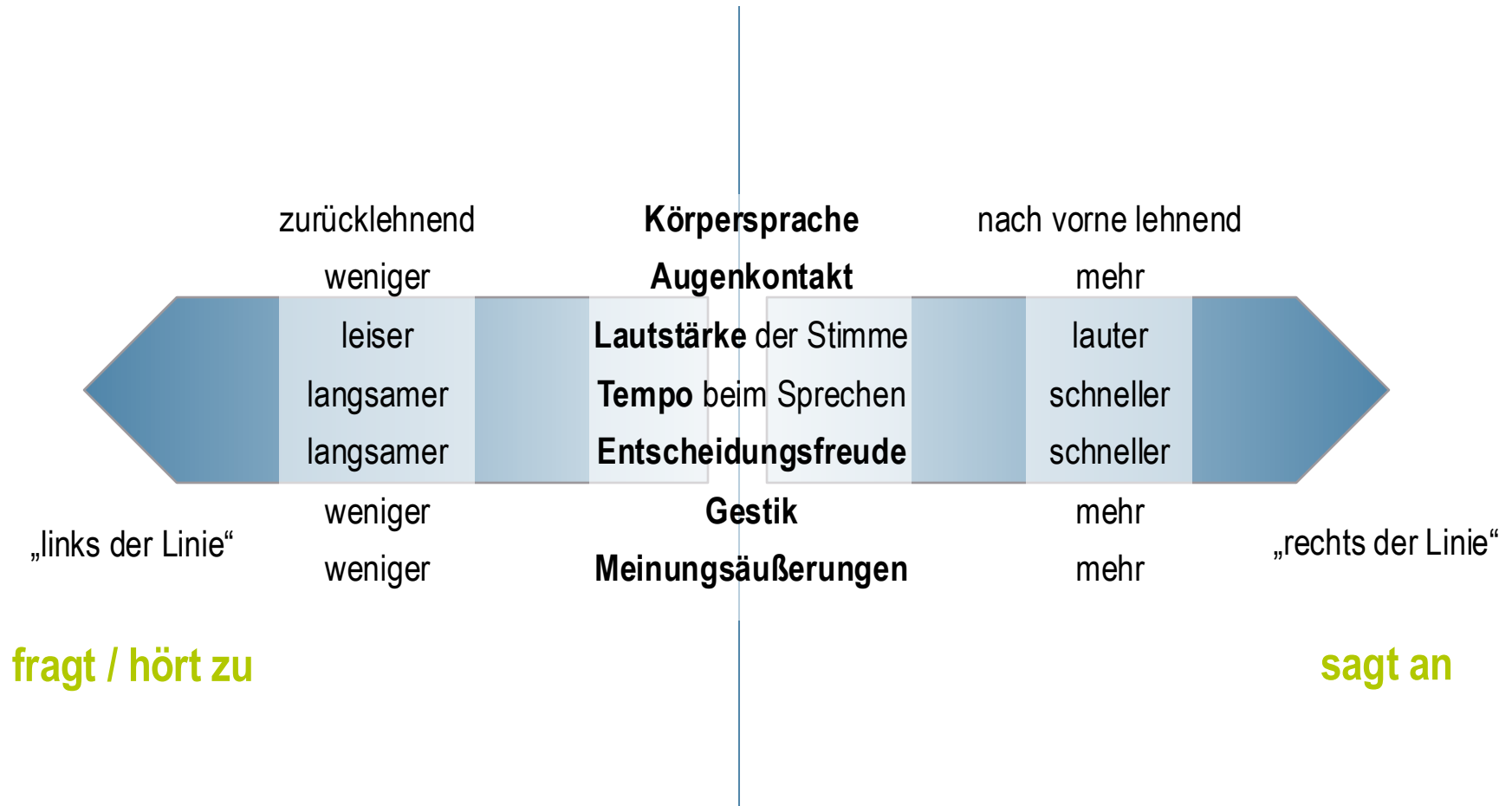


Source: adapted from <https://tracom.com/social-style-training/model>; Social Style™ and Versatility, The TRACOM Corporation The Secret Sauce of Social Styles, Sounding Board Inc. 2022

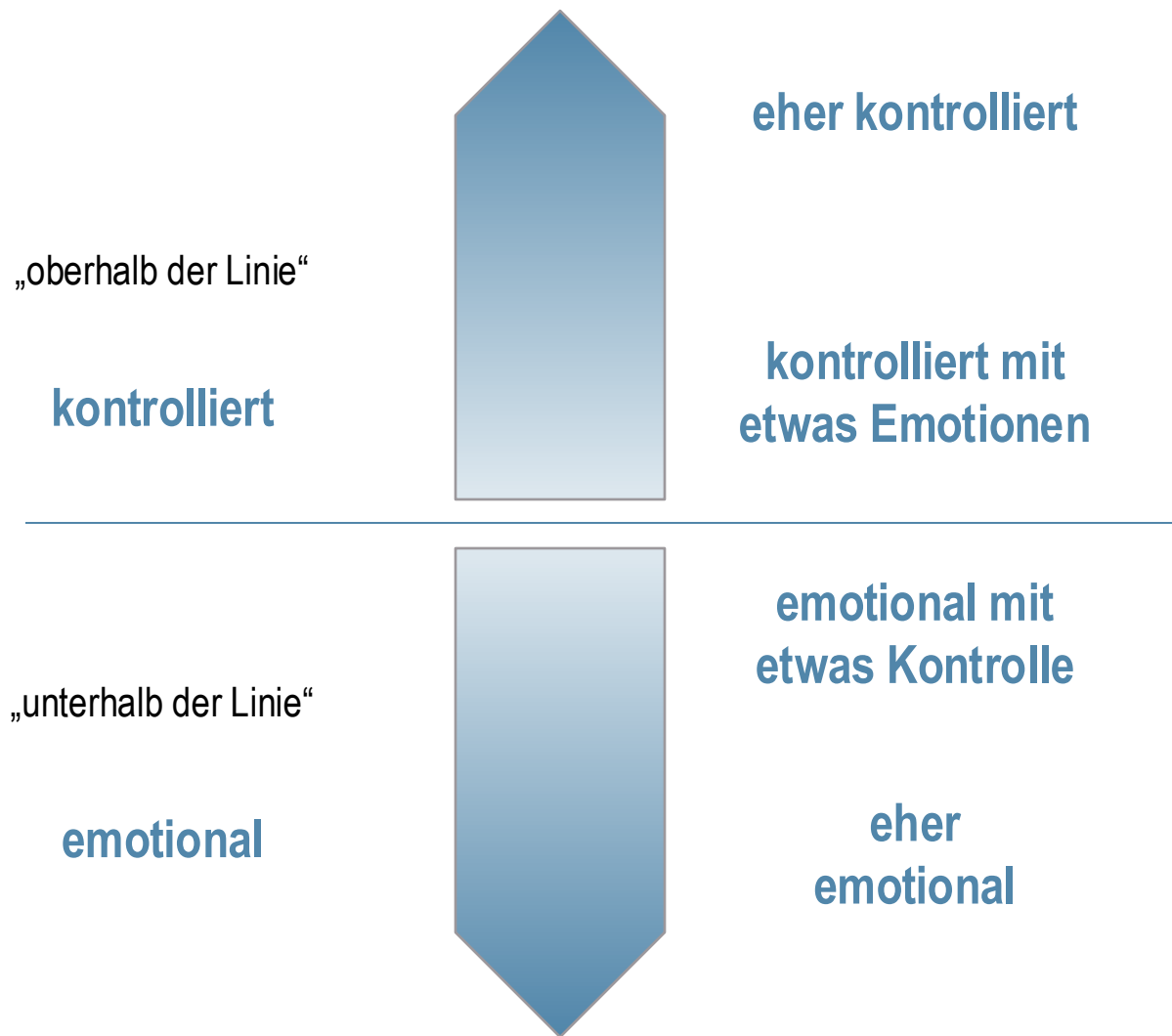
1. Achse: Durchsetzungsvermögen



1. Achse: Durchsetzungsvermögen erkennen



2. Achse: Reaktionsfreudigkeit

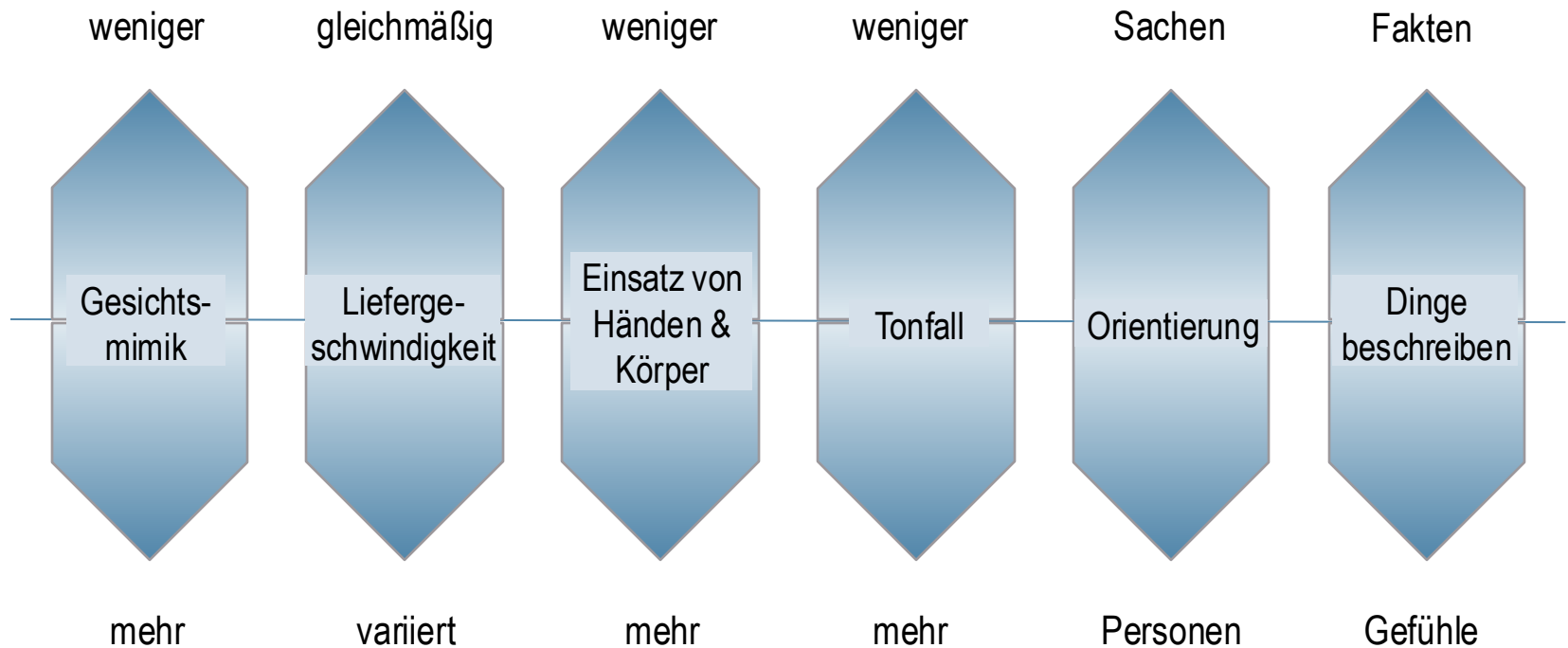


Quelle: Angepasst von People Styles at Work, R. Bolton & D. Grover Bolton, 2009, 2. Auflage, The Secret Sauce of Social Styles, Sounding Board Inc. 2022

2. Achse: Reaktionsfreudigkeit erkennen

„oberhalb der Linie“

Eher kontrolliert

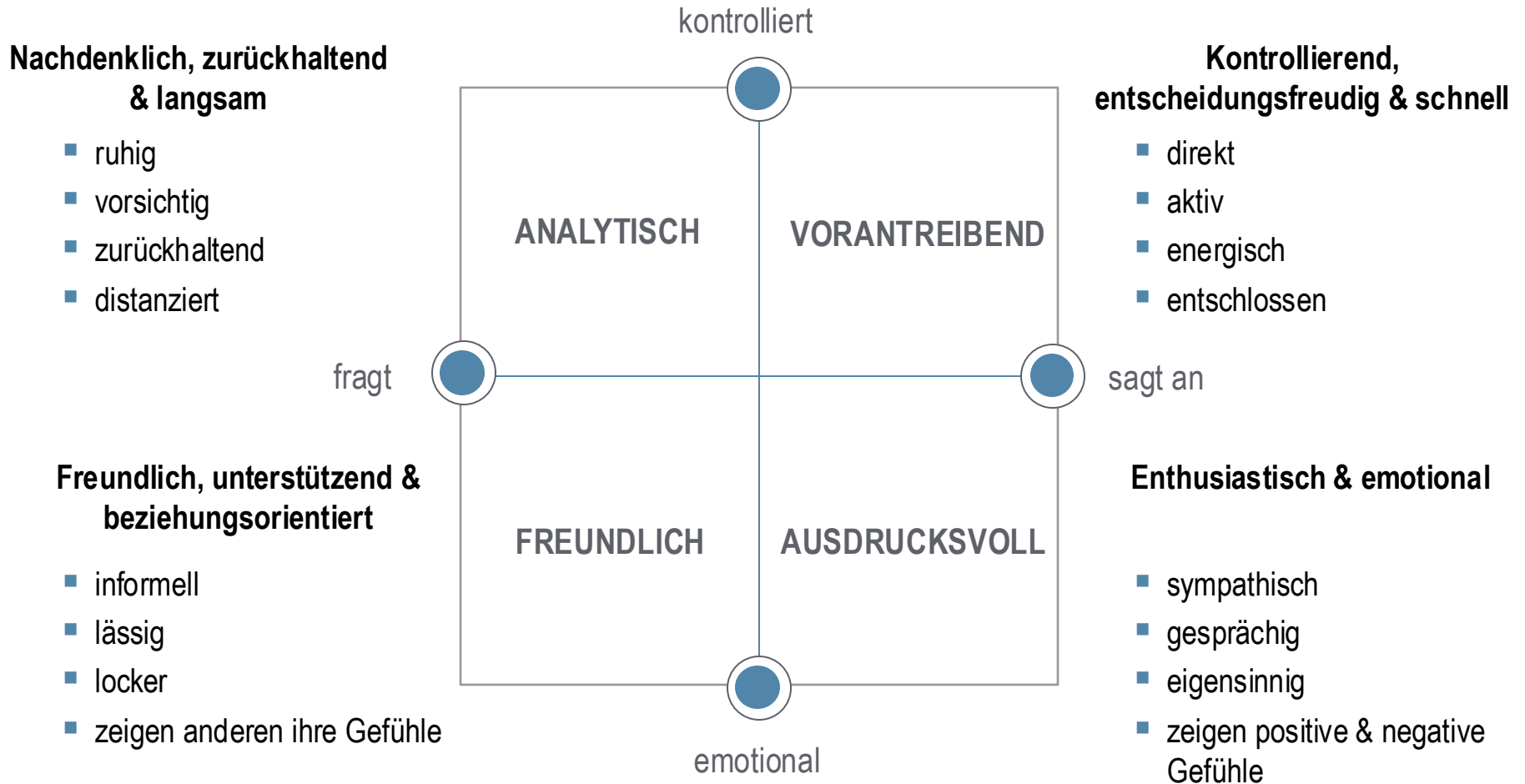


„unterhalb der Linie“

Eher emotional

Quelle: Angepasst von People Styles at Work, R. Bolton & D. Grover Bolton, 2009, 2. Auflage, The Secret Sauce of Social Styles, Sounding Board Inc. 2022

Wie die 4 Stile auf andere Stile wirken



Quelle: angepasst von <https://tracom.com/social-style-training/model>; The Secret Sauce of Social Styles, Sounding Board Inc. 2022

Hilfreiche Tipps für die 4 Stile

kontrolliert

6 TIPS ANALYTICAL STYLE
How to Work with Analytical Style People

1 take your TIME	4 RESPECT their processes
2 COMMUNICATE clearly & concisely	5 ask directly for their FEEDBACK
3 DON'T PRESSURE for answers	6 give them SPACE

6 TIPS DRIVING STYLE
How to Work with Driving Style People

1 RESPECT their time	4 show your COMPETENCE
2 STICK TO the facts	5 EARN THEIR TRUST before expecting it
3 follow up on your PROMISES	6 let them have some CONTROL

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6 TIPS AMIABLE STYLE
How to Work with Amiable Style People

1 APPROACH conflict carefully	4 draw out their OPINIONS
2 GET TO know them	5 handle issues in PRIVATE
3 consider their PERSPECTIVES	6 always be COURTEOUS

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6 TIPS EXPRESSIVE STYLE
How to Work with Expressive Style People

1 LAUGH with them	4 RECOGNIZE their contributions
2 LISTEN to their opinions	5 LIGHTEN UP
3 THINK BIG picture	6 form a FRIENDSHIP

emotional

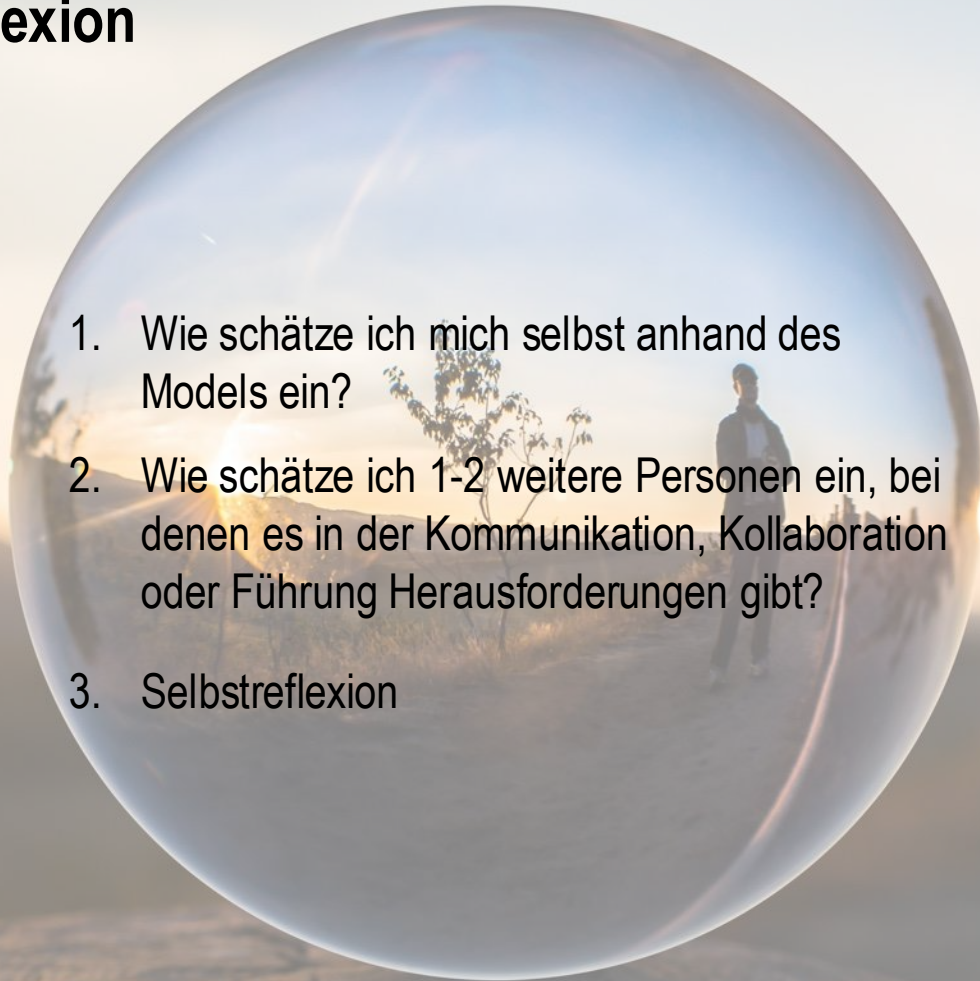
Source: adapted from <https://tracom.com/social-style-training/model>

Warum ist es wichtig, dass wir uns mit Verhaltensstil unserer Mitarbeitenden beschäftigen?

- Erfolgreiche Führungskräfte nutzen die Stärken ihres eigenen Stils
- Erkennen den Stil bei anderen und gehen anhand dessen gezielt auf deren Bedürfnisse in angemessene Weise ein
- Das Verständnis des Stils ermöglicht es, Bedürfnisse anderer zu erkennen und das eigene Verhalten gezielt anzupassen, um effektiver mit anderen zusammenzuarbeiten
- Das bedeutet nicht, dass wir uns je nach Umfeld verändern wie ein Chamäleon, sondern dies für die Kommunikation, Kollaboration und Führung gezielt einsetzen
- Wenn wir auf die Bedürfnisse des anderen Stils eingehen fühlt sich die Person besser verstanden, wahrgenommen und respektiert → somit können Ergebnisse effizienter und effektiver erzielt werden

Quelle: Angepasst von People Styles at Work, R. Bolton & D. Grover Bolton, 2009, 2. Auflage, The Secret Sauce of Social Styles, Sounding Board Inc. 2022; <https://www.pexels.com/de-de/foto/foto-von-leuten-die-handshakes-tun-3184416/> von fauxels

Reflexion

- 
1. Wie schätze ich mich selbst anhand des Models ein?
 2. Wie schätze ich 1-2 weitere Personen ein, bei denen es in der Kommunikation, Kollaboration oder Führung Herausforderungen gibt?
 3. Selbstreflexion



The Driving Style

Controlling, Decisive & Fast-paced

People with a Driving Style are seen by others as direct, active, forceful and determined. They initiate social interaction and they focus their efforts and the efforts of others on the goals and objectives they wish to get accomplished.

Their Need: Results

Their Orientation: Action

Their Growth Action: To Listen



The Expressive Style

Enthusiastic & Emotional

People with an Expressive Style tend to be more willing to make their feelings known to others.

They can appear to react impulsively and openly show both positive and negative feelings. They are typically described by others as personable, talkative and sometimes opinionated.

Their Need: Personal Approval

Their Orientation: Spontaneity

Their Growth Action: To Check



The Amiable Style

Friendly, Supportive & Relationship-driven

People with an Amiable Style openly display their feelings to others. They appear less demanding and generally more agreeable than others. They are interested in achieving a rapport with others who often describe them as informal, casual and easy going.

Their Need: Personal Security

Their Orientation: Relationships

Their Growth Action: To Initiate



The Analytical Style

Thoughtful, Reserved & Slow-paced

People with an Analytical Style are typically described by others as quiet, logical and sometimes reserved or cautious. They tend to appear distant from others and may not communicate unless there is a specific need to do so.

Their Need: To Be Right

Their Orientation: Thinking

Their Growth Action: To Declare

The Driving Style is Controlling, Decisive & Fast-paced

People with a Driving SOCIAL STYLE are seen by others as direct, active, forceful and determined. They initiate social interaction and they focus their efforts and the efforts of others on the goals and objectives they wish to get accomplished.



Their Need: Results

Their Orientation: Action

Their Growth Action: To Listen

Driving Style Highlights

- Faster paced
- Make efforts to set the pace
- Less concerned for the value in relationships
- Work in the present timeframe
- Tend to direct the actions of others whether or not they are the leader
- Tend to avoid inaction

People seen as having a Driving Style appear to:

- Know what they want
- Have little difficulty conveying their conclusions about anything that concerns them
- Focus on the immediate timeframe with relatively little concern for the past or future
- Be swift, efficient and to the point
- Be impatient with delays
- Show less concern for the feelings of others or for personal relationships
- Be harsh, severe or critical due to their limited attention to relationships
- Be efficient and decisive
- Seek control through the use of power
- Use time in a disciplined manner

The Expressive Style: Enthusiastic & Emotional

People with an Expressive SOCIAL STYLE tend to be more willing to make their feelings known to others. People with an expressive communication style can appear to react impulsively and openly show both positive and negative feelings. They are typically described by others as personable, talkative and sometimes opinionated.



Their Need: Personal Approval

Their Orientation: Spontaneity

Their Growth Action: To Check

Expressive Style Highlights

- Faster paced
- Make efforts to get involved
- Show less concern for routine
- Work in the future timeframe
- Tend to act impulsively
- Tend to avoid isolation

People seen as having an Expressive Style appear to:

- Focus their attention on the future with intuitive visions and outspoken spontaneity
- Be imaginative and creative
- Make decisions quickly, based on feelings and opinions
- Be warm and approachable, yet competitive for recognition and involvement in relationships
- Generate enthusiasm
- Behave in stimulating, exciting and fun ways
- Behave in flighty, impractical and overly emotional ways
- Make mistakes and have frequent changes in direction and focus because of their desire to act on opinions, hunches and intuitions, rather than facts and data
- Use time in an undisciplined manner

Source: <https://tracom.com/social-style-training/model>

The Amiable Style is Friendly, Supportive & Relationship-focused

People with an Amiable Style openly display their feelings to others. They appear less demanding and generally more agreeable than others. They are interested in achieving a rapport with others who often describe them as informal, casual and easy going.



Their Need: Personal Security

Their Orientation: Relationships

Their Growth Action: To Initiate

Amiable Style Highlights

- Slower paced
- Make efforts to relate
- Show less concern for effecting change
- Work in the present timeframe
- Show supportive action
- Tend to avoid conflict

People seen as having an Amiable Style appear to:

- Focus their attention on the present and interpret the world on a personal basis by getting involved in the feelings and relationships between people
- Prefer to get things done with and through others
- Look for personal motives in the actions of others
- Have difficulty understanding that some people react to the information available, or the practicality of the situation, rather than relationships
- Be good team players
- Develop effective social networks
- Be easy for others to communicate and share with
- Stick with the comfortable and the known
- Avoid decisions which might involve personal risks and conflict in relationships
- Add joy, warmth and freshness to social situations
- Be undisciplined in their use of time

The Analytical Style: Thoughtful, Reserved & Slow-paced

People with an Analytical SOCIAL STYLE are typically described by others as quiet, logical and sometimes reserved or cautious. They tend to appear distant from others and may not communicate unless there is a specific need to do so.



Their Need: To Be Right

Their Orientation: Thinking

Their Growth Action: To Declare

Analytical Style Highlights

- Slower paced
- Make efforts to organize
- Show less concern for relationships
- Work in a historical timeframe
- Take action cautiously
- Tend to avoid personal involvement

People seen as having an Analytical Style appear to:

- Focus on the past, live life according to facts, principles, processes, logic and consistency
- Behave in ways which fit into their overall theory and ideas about the world
- Be good planners, organizers and problem solvers who work on tasks systematically
- Lack enthusiasm or appear cold or detached
- Be reluctant to declare a point of view
- Place faith in principles that assume greater importance than personal friendships or personal gratification
- Focus on processes and procedures
- Be slow to change
- Be very disciplined in their use of time