

AEN 105: COMMUNICATION SKILLS



**MASENO UNIVERSITY
FACULTY OF ARTS & SOCIAL SCIENCES**



COMMUNICATION STYLES TABLE (from GST Telecom, formally Call America)

4 Different Personality Types: Expresser, Driver, Relater & Analytical. How to Recognize Each, What They Ask, Dislikes, Reacts to, Improves with, Must be Allowed to, For Best Results.

FACTORS:	EXPRESSER	DRIVER	RELATER	ANALYTICAL
How to Recognize:	They get excited.	They like their own way; decisive & strong viewpoints.	They like positive attention, to be helpful & to be regarded warmly.	They seek a lot of data, ask many questions, behave methodically & systematically.
Tends to Ask:	Who? (the personal dominant question)	What (the results oriented question.)	Why? (the personal non-goal question.)	How? (the technical analytical question.)
What They Dislike:	Boring explanations/wasting time with too many facts.	Someone wasting their time trying to decide for them	Rejection, treated impersonally, uncaring & unfeeling attitudes.	making an error, being unprepared, spontaneity.
Reacts to Pressure and Tension By:	"Selling" their ideas or argumentative.	Taking charge taking more control.	Becoming silent, withdraws, introspective.	Seeking more data & information.
Best way to Deal With:	Get excited with them. Show emotion.	Let them be in charge.	Be supportive; show you care.	Provide lots of data & information.
Likes To Be Measured By:	Applause, feedback, recognition.	Results, Goal-oriented.	Friends, close relationships.	Activity & busyness that leads to results.
Must Be Allowed To:	Get ahead quickly. Likes challenges.		Relax, feel, care, know you care.	



		Get into a competitive situation. Likes to win.		Make decisions at own pace, not cornered or pressured.
Will Improve With:	Recognition & some structure with which to reach the goal.	A position that requires cooperation with others	A structure of goals & methods for achieving each goal.	Interpersonal and communication skills.
Likes to Save:	Effort they rely heavily on hunches, intuition, feelings.	Time. They like to be efficient, get things done now.	Relationships. Friendship means a lot to them.	Face. They hate to make an error, be wrong or get caught without enough info.
For Best Results:	Inspire them to bigger & better accomplishments.	Allow them freedom to do things their own way.	Care & provide detail, specific plans&activities to be accomplished.	Structure a framework or "track" to follow.

Communication Styles by Christopher L. Heffner, M.S.

	Passive	Assertive	Aggressive
Definition	Communication style in which you put the rights of others before your own, minimizing your own self worth	Communication style in which you stand up for your rights while maintaining respect for the rights of others	Communication style in which you stand up for your rights but you violate the rights of others
Implications to Others	my feelings are not important I don't matter I think I'm inferior	we are both important we both matter I think we are equal	your feelings are not important you don't matter I think I'm superior
Verbal Styles	apologetic overly soft or tentative voice	I statements firm voice	you statements loud voice
Non-Verbal Styles	looking down or away stooped posture, excessive head nodding	looking direct relaxed posture, smooth and relaxed movements	staring, narrow eyes tense, clenched fists, rigid posture, pointing fingers
Potential Consequences	lowered self esteem anger at self false feelings of	higher self esteem self respect respect from others	guilt anger from others lowered self esteem



	inferiority disrespect from others pitied by others	respect of others	disrespect from others feared by others
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