

I think I am an empathetic communicator. This draws attention away from me and helps me to connect with others on a zero-cost relationship so I can understand their motives and judgments which help in maintaining trust and a calm atmosphere. I use this style, as I believe we connect deeper when we listen, just as much as we speak. For instance, last semester, in contributed to a group project, there was one member struggling to keep up because of personal issues. Rather than applying pressure, I asked how we could provide support. This made them feel respected and allowed the group to be less tense. Consequently, they were able to participate in the process actively. I was able to cooperate with others and express respect, based on my empathetic style.

I saw this in action with a direct communicator and an analytical communicator that I once witnessed joining forces. While the direct communicator liked to cut to the chase, decide and move on, the analytical communicator wanted to study data in detail prior to making a move. This created early friction, as the direct communicator deemed the other as too slow while the analytical communicator considered themselves to be rushed. But gradually, they adapted by understanding each other's strengths. It was the direct style that afforded efficiency, and analytical style that assured accuracy. Their collaboration resulted in informed and timely decisions that were advantageous to all members of the team (Robbins & Judge, 2019).

I found that in working as a group to make decisions it seemed like we reached understanding when everyone had a chance to share their opinions and feel heard. In one project conflict-resolution scenario where our team had divergent opinions about a project direction. Rather than fighting, we had a meeting in which each person gave their view. My empathetic style, "Validation" was used to make others feel heard and I offered a compromise. This helped the group meet with what they had in common. Adler et al., 2020 mentioned that active

listening, open-minded-, and patience are all paramount to resolving conflict during conflict management process. So, from now on, I will still adapt my tone to the situation — it just felt more important than usual to be empathetic at the right point here while at the same right time being assertive so that the message comes across clearly and things move on.

Wordcount: 377

References:

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