



FOCUS: Completing charts ("schematic tables") about passages.

[Continue](#)[Continue](#)

DIRECTIONS: Read the passage. Match the answer choices on the right side of the screen to the correct category on the left side of the screen by dragging the choices to the blanks next to the bullet points. For charts with seven choices, two will not be used. For the chart with ten choices, three will not be used.



Continue

Business Psychology: Communication Styles



Continue

One of the keys to running a successful business is understanding the personalities of your employees. Unfortunately, it can be nearly impossible to understand someone's personality in a business environment, given that people are generally hesitant to reveal personal details within a professional setting. Examining a person's communication style, however, can reveal a number of things about the person and help you better understand how he or she works. There are several different kinds of communication styles present in most workplaces. We will now focus on three common types.

The first is the *blind communication style*. Blind communicators are good at providing feedback to a client or fellow employee but are rarely aware of the impact of what they say. In many ways, blind communicators "shut out" their managers and coworkers by focusing entirely on the business at hand; they seem blind to the effects of their words to others. They rarely concern themselves with personal relationships or the feelings of others. Instead, the goals of the business are their primary focus. Even though this focused work style can benefit a business financially, blind communicators may hurt a workplace more than they help it by causing undue **strife**. However, when a decision needs to be made or work needs to get done, blind communicators can be incredibly valuable.

Next is the *hidden communication style*. People of this style favor understanding and peace within the workplace. They are considerate of other workers and do not like conflict or friction between people. Their peaceful **demeanor** can be helpful in maintaining a pleasant work environment. However, hidden communicators rarely express their true feelings about the business out of fear of hurting someone else--they will hide their true sentiments to spare others' feelings. More, they may not be motivated only by a desire for peace. Hidden communicators are often nervous around people, since they usually desire social acceptance or mistrust others. Understanding the reasons behind their quiet, hidden communication style is important in unlocking their full potential. If hidden communicators are assured that their ideas will be accepted by the workplace and they will be embraced personally, they may prove to be an asset to the team.

The *open style of communication* is the last of these three common styles. Open communicators are important to a company because they are typically the most appreciative of their fellow coworkers. Whereas blind communicators often view other people as insignificant compared to the business and hidden communicators may mistrust their coworkers, open communicators trust and try to understand others. They are generally sensitive to the fears and motivations of fellow employees. At the same time, open communicators are willing to express doubt if they think it is necessary. They can be relied upon for feedback that is truthful but also considerate of others.

Typically, open communicators are the easiest to deal with from a position of management. They are reliable, open, and sensitive to their coworkers. However, hidden and blind communicators have a place in the work environment, as well. Hidden communicators can be invaluable in keeping office **morale** positive. Alternatively, blind communicators can help a team stay focused on its goals. Ultimately, all three types of communicators are necessary for a successful business.

[View Text](#)[Review](#)[Continue](#)**1 Business Psychology: Communication Styles****Blind Communication Style****Hidden Communication Style****Open Communication Style**

