



Cognizant

# FTM-Team Communication

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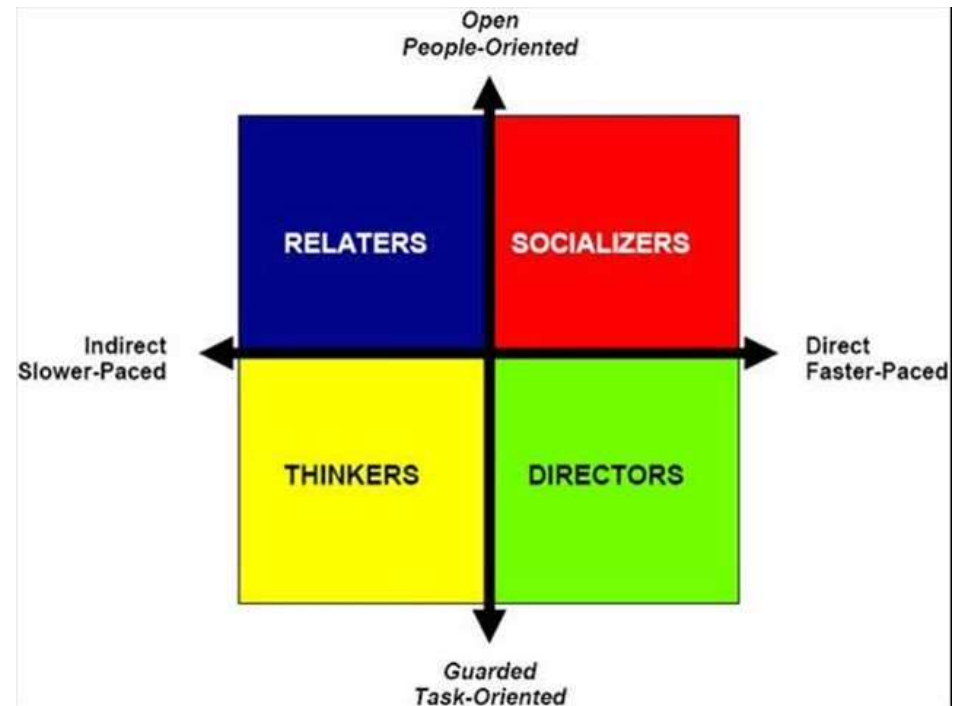
# Four Communication Style Model

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## Two Dimensions:

↕ Open/Reserved

↔ Indirect/Direct



## Interpreting the Dimensions

### Open or Reserved (Vertical)

Open – readily expresses emotions, thoughts & feelings

Reserved – tend to hold back on disclosing anything regarding their inner nature

### Indirect or Direct (Horizontal)

Indirect – slow-paced & security conscious

Direct – fast-paced & assertive

# The Relator



- Warm & friendly
- Slower paced & easy-going
- Shares feelings
- Good listener
- Cooperative

# The Socializer

- Relationships are important
- Strong feelings of personal worth
- Fast-paced
- Enthusiastic & persuasive
- Risk-taker



# The Thinker



- Efficient perfectionist
- Slow & cautious
- Task-oriented
- Follows directions & rules
- Works well alone



# The Director

- Places emphasis on results
- Has little concern for relationships
- Does not share feelings
- Viewed as dominating
- Fast-paced & decisive

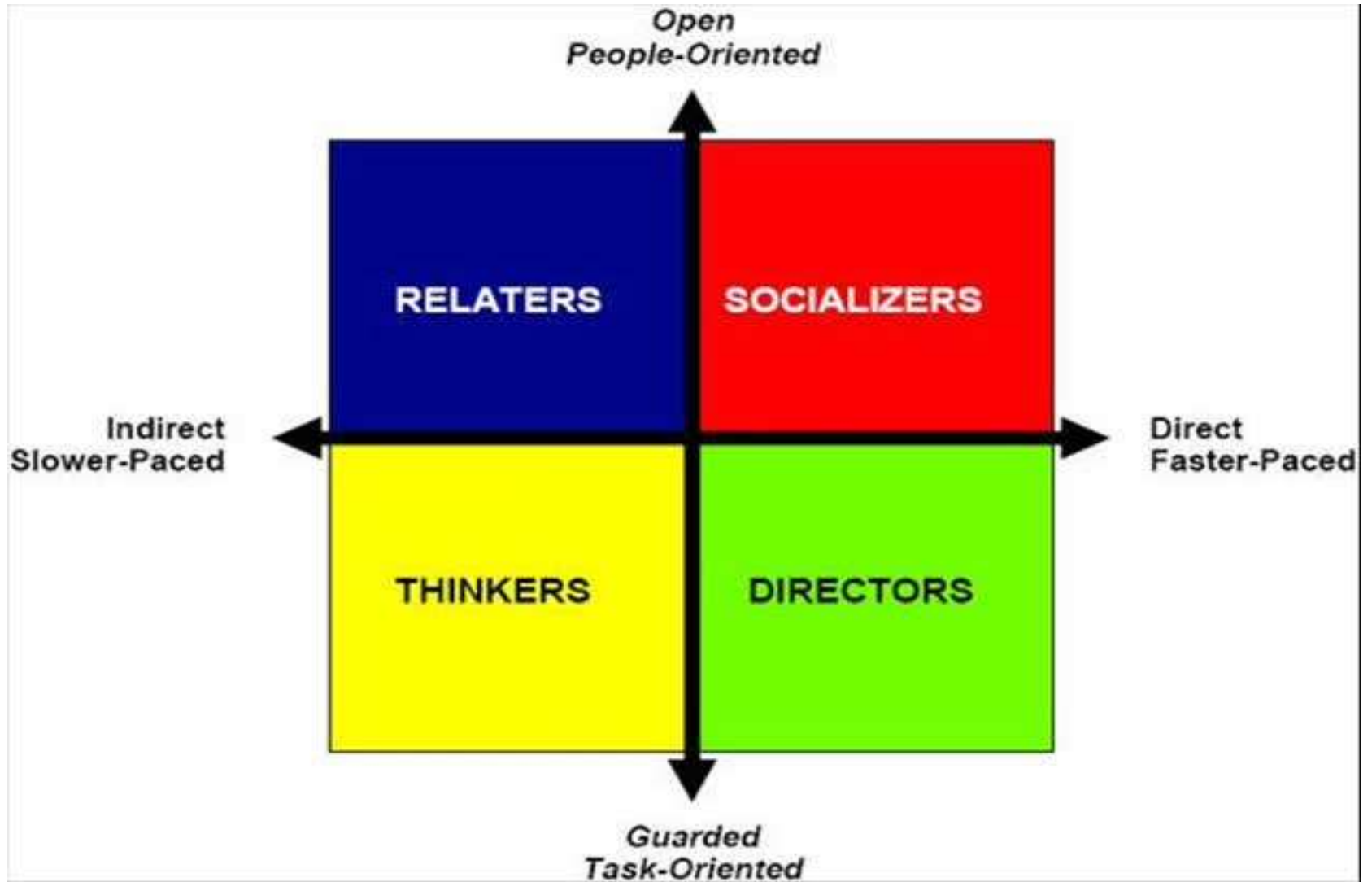




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# Identify Your Communication Style

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## Communication Style – The Facts

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- We feel most comfortable with similar styles
- Most people have a different style from our own
- We must interact effectively with other styles
- Effective Communicators adapt to different styles



Thank you

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