

What is Your Communication Style?

Presented by
Jacqueline Hairston



Benefits of Understanding Communication Styles

- ✓ Understand behavior
- ✓ Learn how and when to adapt your behavior
- ✓ Improve communication
- ✓ Promote appreciation of differences
- ✓ Enhance individual and team performance
- ✓ Reduce conflict

LET'S PUT IT TO THE TEST



The Self Assessment to be completed in 5 minutes

INSTRUCTIONS

The test has ten horizontal lines with four words on each line, one in each column.

On each line put the number that best describes you.

Number “4” next to the word that BEST describes you in that line;

“3” next to the word that describes you next best;

“2” to the next best word;

“1” by the word that LEAST describes you

On each horizontal line of words, you will then have one “4”, one “3”, one “2”, and one “1”.

For Example

- Line number one could be as follows:
(Use numbers 1-4 **only ONCE** on each line)

<u>3</u> Likes Authority	<u>4</u> Enthusiastic	<u>2</u> Sensitive Feelings	<u>1</u> Likes Instruction
-------------------------------------	------------------------------	----------------------------------------	---------------------------------------

Now that you have taken the survey, what does it all mean?

- Each letter (L, P, D, and T) stands for a particular personality type.
- The column with the highest score is your dominant personality type.
- The column with the second highest number is your sub-dominant type.
- The two types with the highest scores reveal the most accurate picture of your natural inclinations, strengths and weaknesses, and how you will naturally respond in most situations.

LIONS are..



- Leaders
- Usually the bosses at work...or at least they think they are!
- Decisive, bottom line folks who are observers, not watchers or listeners.
- Love to solve problems.
- Usually individualists who love to seek new adventures and opportunities.
- Very confident and self-reliant.

Peacocks are..



- Excitable, fun seeking, cheerleader types who love to talk!
- Great at motivating others and need to be in an environment where they can talk and have a vote on major decisions.
- Outgoing makes them great *networkers*—they usually know many people who know many people.
- Loving and encouraging unless under pressure, when they tend to use their verbal skills to attack.
- Strong desire to be liked and enjoy being the center of attention.

Doves are...



- One word describes these people: LOYAL.
- They can absorb the most emotional pain and punishment in a relationship and still stay committed.

They are:

- Great listeners,
- Incredibly empathetic,
- Warm encouragers.

Turtles are...



- Turtles have a strong need to do things right and *by the book*.
- In fact, they are the kind of people who actually read instruction manuals.
- They are great at providing quality control in an office, or any field, which demands accuracy.
- Consistency and high standards are so important to Turtles, they are often frustrated with others who do not share these same characteristics.

Group Activity Scenario

Background

- You and your team are preparing for a group meeting with ALL of the communication styles we have discussed today.
- The meeting is about an acquisition of another organization that is smaller than your own.

Background

- Over the next year, the group should expect a lot of changes.
- Rumors are flying.

Instruction

- Your job is to figure out how to present the information to each group of people.
- **CONSIDER:** possible problems you might encounter.
- Suggest any tips to improve the facilitation of the meeting.

Communication Styles At a Glance



LION- direct, to the point, just the facts. Often takes the lead



PEACOCK- impulsive, fun loving, people person, motivates others.



TURTLE- needs the details, task oriented, slow paced.



DOVES- loyal, like input from others, avoids conflict, puts people above projects.

References

- www.fullcourtpresspublishing.com; “The Communication Jungle, Understanding Yourself and Others”; 2010.
- <http://decal.ga.gov/documents/attachments/5minutepersonalitytest.pdf>; “5 Minute Personality Test”; Dr. Gary Smalley & John Trent; 1999.

Important Dates to Remember



Get
Ready!

Is Your Team Current?

Get
Set...GO
!

To Do Activities

- Attend today's session
- Review your QM data, get staff /residents input. Implement your planned interventions of improvement.

Collaborative Requirements

- Select topic/ goal statement/ team members.
- 87% completed QAPI Facility Assessments.
- Submit monthly data to Qlarant on selected topic(s) 10th of each month.

Ongoing Activities

- Quarterly progress report due **Every 3 months on the 10th.**
- Have you scheduled your team conference calls?
- Are you on track for achieving the Committed to Excellence Award?

QUESTIONS



Qlarant Staff Contact Information

Nursing Home

Jackie Bell-Hairston, BSN, RN
bellj@qlarant.com
1-800-876-3362 Ext. 14059

Care Transitions

Janet Jones, RD, CDE
jonesj3@qlarant.com
1-800- 937-3362 Ext. 11572

Medication Safety / Immunizations

Jennifer Thomas, PharmD
thomasjen@qlarant.com
1-800-937 -3362 Ext. 11565

Cardiac Health/ Quality Reporting

Marquis Brown
brownm@qlarant.com
1-800-937-3362 Ext. 14058

Everyone with Diabetes Counts

Angela Diggs
diggsa@qlarant.com
1-800 937-3362 Ext. 11506

Director, Healthcare Quality & Patient Safety

Bonnie J. Horvath, MHSA, FACHE, CSSGB
horvathb@qlarant.com
1 (800) 876-3362 Ext 11527