

COMMUNICATING WITH OTHERS: HOW TO TALK OR WRITE TO SOMEONE WHO IS...



ANALYTICAL

- Suggest alternatives to analyze and choose from
- Limit small talk
- Get to the point
- Speak concisely
- Document theory with facts
- Establish your credentials
- Focus on solving the problem

CONCEPTUAL

- Brainstorm and use metaphors
- Allow for digressions
- Give the big picture-skip the details
- Move quickly from subject to subject
- Ask them to envision, imagine, etc.
- Put no boundaries on their conversation
- Be loose

STRUCTURAL

- Give lots of details
- Be formal and traditional
- Be systematic, exact and prepared
- Be neat
- Stay on point
- Help them bridge from the old to the new
- Be sequential

SOCIAL

- Be sensitive
- Tell stories
- Be a good listener
- Focus on the person
- Lighten up
- Be empathetic
- Say, "I like you"

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EXPRESSIVENESS

Watch the amount of energy you use in verbal and non verbal communication, such as dramatic facial expansive movements versus subtle expressions and movements.

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ASSERTIVENESS

Watch the amount of energy you use in stating your opinion, either mildly or vehemently.

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FLEXIBILITY

Be willing to accomodate the thoughts and actions of others — unless you choose to dig in your heels about something.

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