

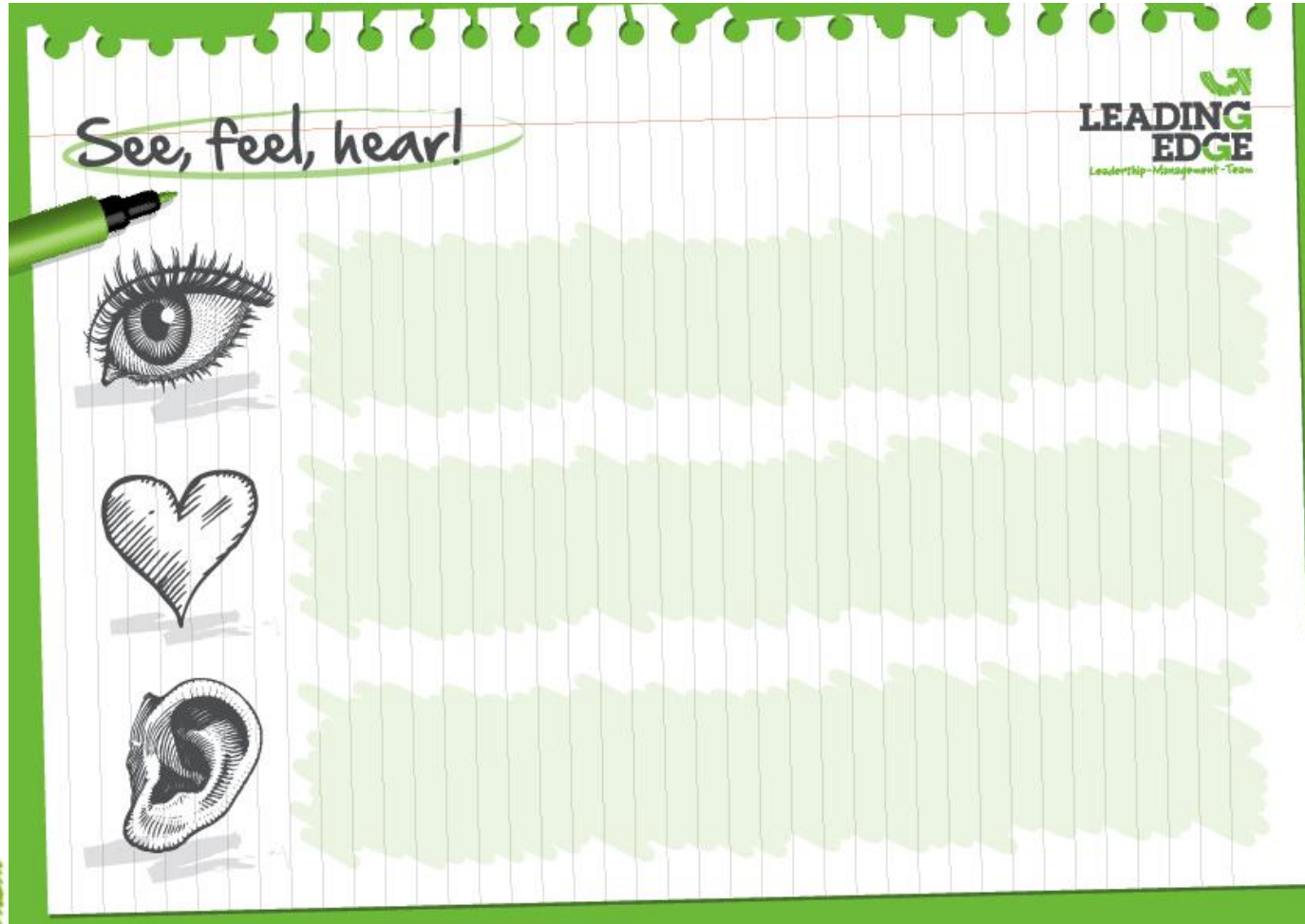
# How to get THROUGH to them

Some suggestions on how we can improve our communication

*Nick Booth*



# How will you know you are communicating well?



# Think of some words that describe you?

Thoughtful

Detailed

Tidy

Assertive

Decisive

Productive

Easy Going

Diplomatic

Patient

Enthusiastic

Talker

Funny



# Cool Blue

## the precise one

- Factual
- Well mannered
- Deliberate
- Behaved



# Fiery Red

## the powerful one

- Competitive
- Adventurous
- Persuasive
- Independent



# Earthy Green

## the peaceful one

- Balanced
- Calming
- Level headed
- Approachable



# Sunny Yellow

## the playful one

- Sociable
- Outgoing
- Expressive
- Vivacious



Think of someone you know:  
what might they be?



Should you communicate with them, how  
would it be different?

**Give me the detail**

**Be bright, be brief, be  
gone**

**Show me you care**

**Involve me**





# What they like to talk about (try a conversation)

**Facts and Logic**

**Efficiency and  
organisation**

**Security and guarantees**

**Relationships**



# So focus on:

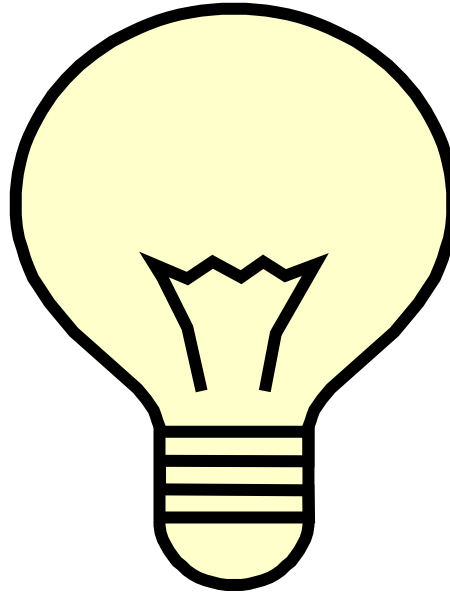
**Details**

**Results**

**Reasons**

**Relationships**





**“Treat others as THEY want  
to be treated, not as you  
do”**



“If you reach  
me you can  
teach me”



# What motivates?

**Need all the information**  
**Opportunity to do a good job**  
**Time and space to think**

**Big picture brief**  
**Challenge and results**  
**Opportunity to lead**

**Worthwhile reason**  
**Positive feedback**  
**Opportunity for discussion**

**Sense of ownership**  
**Involvement**  
**Creative fun**



# Preferred way of doing things

**Right Way**

**My Way!**

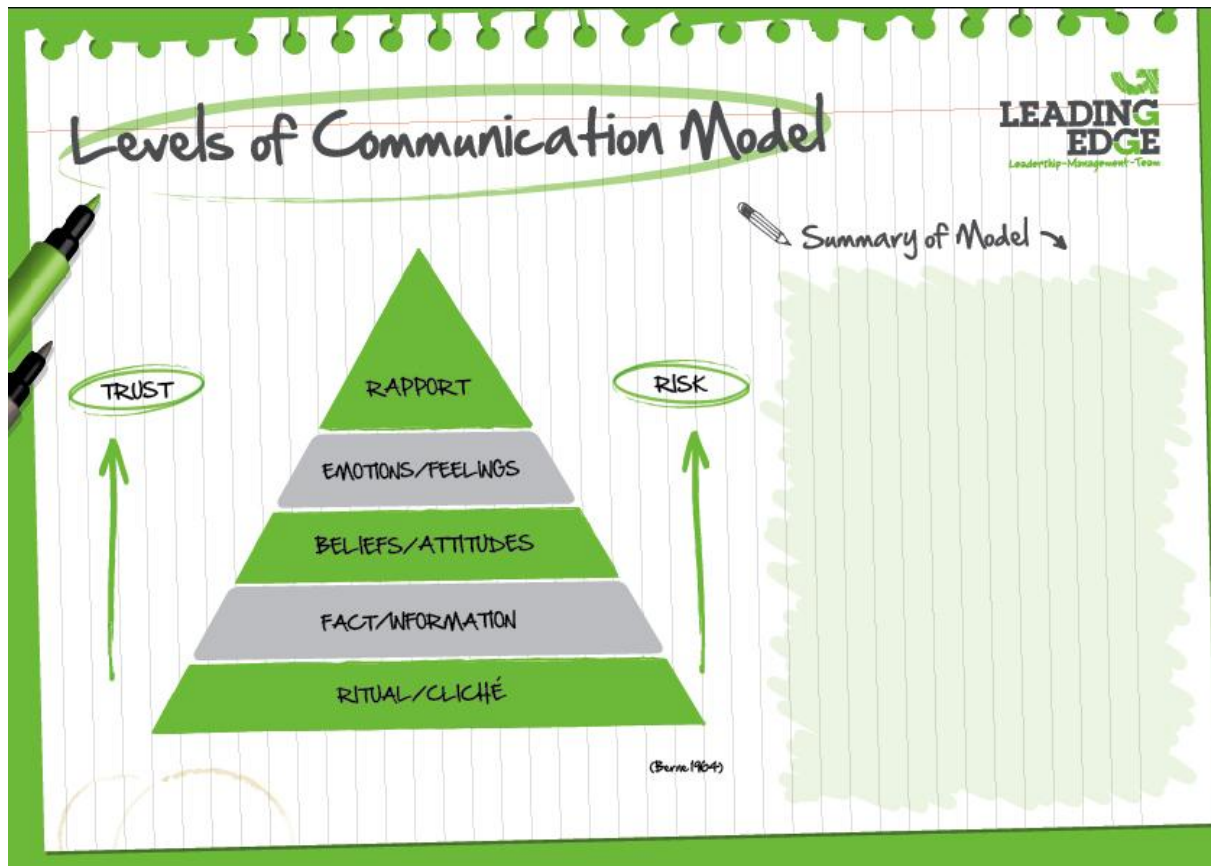
**Easy Way**

**Fun Way**





# Building Rapport



# The Bus Stop Story





# Now what?

- Have a think about:
  - What have you learnt today?
  - How will you apply what you've learnt today?
  - What difference does what you learnt today make to how you work?
  - What else do you need to know?

