

COMMUNICATION STYLES

It's Not What's Said; It's What's Heard

A Seminar for:

2015 Support Services Conference

Adult Basic Education

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Education

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Presented by:

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Certified Effectiveness Coach



CLARITY CENTRAL®

About Your Presenter

Scott Nelson is a certified effectiveness coach. He is a leadership coach and corporate trainer for Clarity Central based in Minneapolis, MN. Scott graduated with a B.B.A. degree from University of Wisconsin-Eau Claire and has done post-graduate work in ontology.

In 1988, Scott began working as a sales manager in the beauty & cosmetic industry while also starting a career as an inspirational speaker on the topic of positive communication.

In 1993, Scott began working at Mayo Clinic as a conflict resolution mediator for patients and physicians. In 2002, he became a stay-at-home dad and was active volunteering in their school activities and coaching youth sports. He is also a volunteer firefighter.

Scott's leadership coaching career began in 2005 when he graduated from the Ideal Coaching Academy where he then began coaching and training future certified effectiveness coaches. His emotional intelligence, authentic feedback and ability to teach personal awareness have been at the core of his success.

Scott's coaching and training experience spans internationally and involves several industries as well as many different organizational and personality types. He has worked with people of incredibly varied backgrounds, from Maasai tribes in Tanzania, to executive leaders in corporate America, to teenagers and parents in local high schools.



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Emotional Intelligence



Emotional intelligence is an essential part of the whole person.

Self Awareness

The ability to understand your own emotions and recognize how they impact your outcomes.

Self Regulation

The ability to manage your emotions and adapt to the changing circumstances.

Motivation

The ability to create enthusiasm.

Empathy

The ability to show compassion.

Social Skills

The ability to manage relationships.

“The day you decide that you are more interested in being aware of your thoughts than you are in the thoughts themselves, is the day you will find your way.”

~ Michael Singer

Self Assessment

	a	b	c	d
1				
2				
3				
4				



Communication Styles

	<u>Driver</u>	<u>Expressive</u>	<u>Amiable</u>	<u>Analytical</u>
Traits	Competitive Determined Purposeful Takes Charge Independent Strong-willed Results Oriented Initiates	Sociable Demonstrative Persuasive Adventuresome Dynamic Enthusiastic Inspirational Energetic	Caring Sharing Relaxed Relationship Encouraging Patient Good Listener Accepting	Cautious Deliberate Formal Rational Precise Questioning Thorough Organized
Work Style Preferences	Structured Efficient Busy Formal	Stimulating Cluttered Personal Friendly	Personal Friendly Relaxed Informal	Structured Functional Organized Formal
Possible Perceptions By Others	Demanding Impatient Controlling Insensitive Impersonal	Insincere Pushy Phony No Follow-up Scattered	Weak Smothering Wishy-washy Too accepting No Results	Indecisive Boring Stubborn Picky Too Much Data
Best Way To Communicate With Them	Be Direct Let Them Decide Focus On Results Be Brief	Socialize Be Talkative Enthusiasm Excitement	Explain Be Curious Relax Be Patient	Information Listen Facts Clarify
Likes	Power Productivity Control	Recognition Acknowledgment Flexibility	Belonging Relationships Confirmation	Security Preparation Accuracy

*"If you don't know what an extrovert is thinking, you haven't been listening.
If you don't know what an introvert is thinking you haven't asked."*

- Isabel Briggs Myers



Low Emotional Intelligence

High Emotional Intelligence

Aggressive
Demanding
Egotistical
Bossy
Confrontational



Assertive
Ambitious
Driving
Strong-Willed
Decisive

Easily Distracted
Glib
Selfish
Poor Listener
Impulsive



Warm
Enthusiastic
Sociable
Charming
Persuasive

Resistant to Change
Passive
Un-Responsive
Slow
Stubborn



Patient
Stable
Predictable
Consistent
Good Listener

Critical
Picky
Fussy
Hard to Please
Perfectionistic



Detailed
Careful
Meticulous
Systematic
Neat