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# Communicate This!

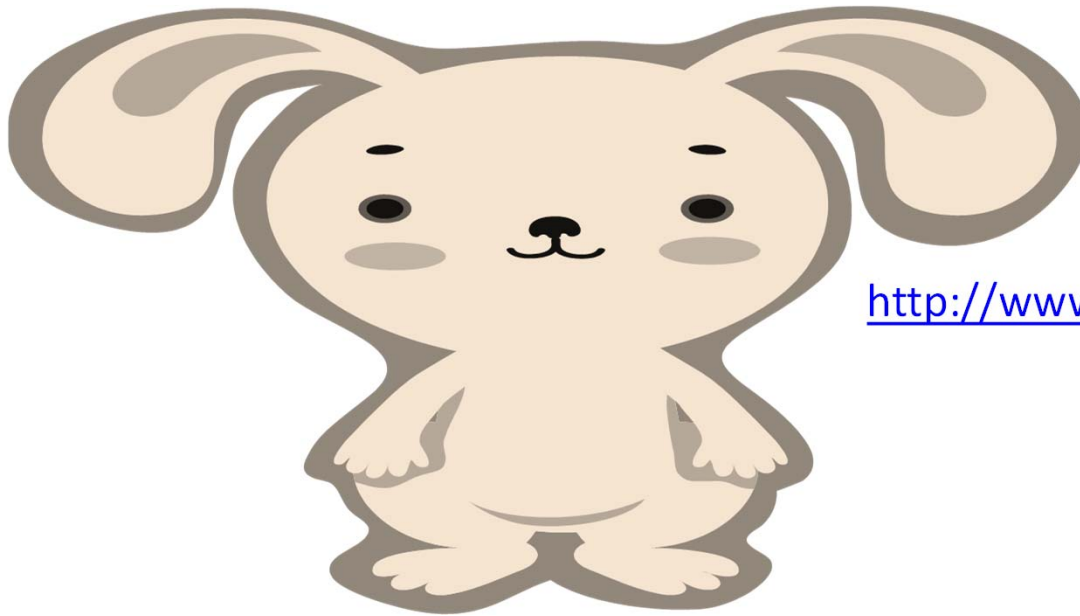
Facilitator: Vestina F. Crayton  
May 23, 2017

**DISCLAIMER ALERT**

# Class Objectives

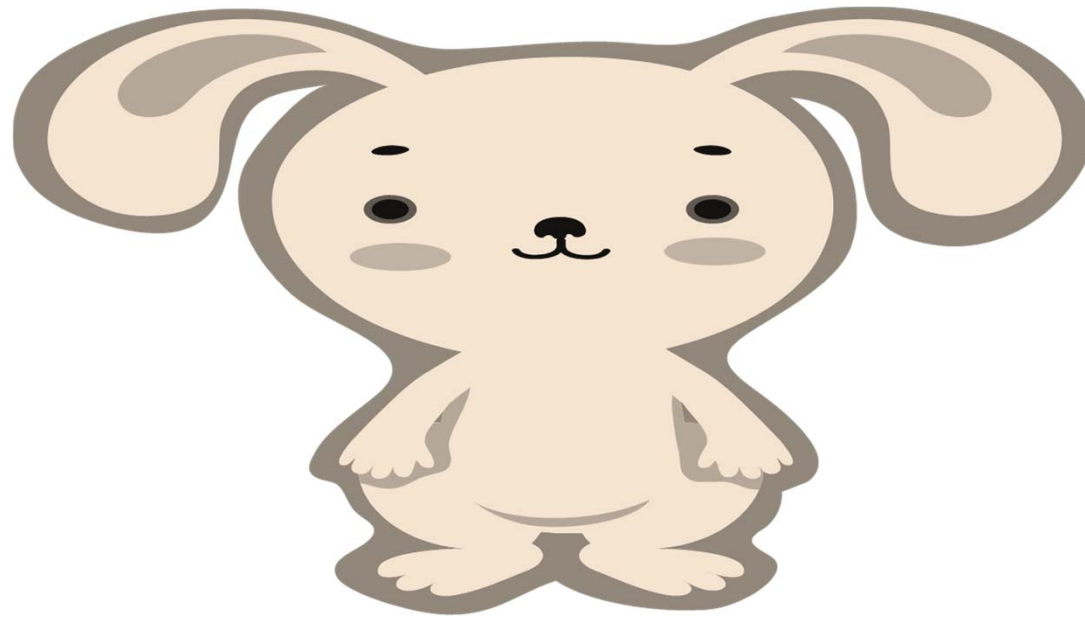
- ✓ Recognize the communication and behavior styles of others
- ✓ Recognize your own communication and behavior style
- ✓ Use the concepts introduced and be **FlexABLE**
- ✓ Effectively listen to others in order to enhance the conversation

# Communicate Like a Rabbit



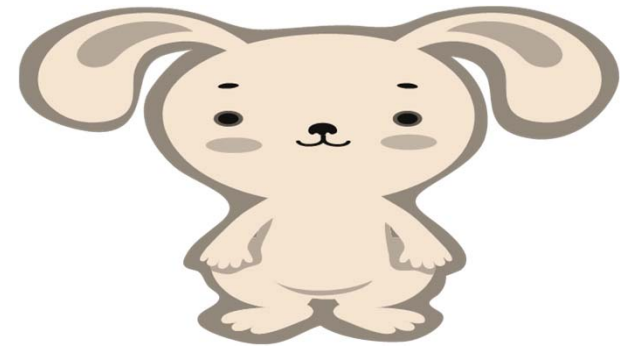
<http://www.youtube.com/watch?v=JwjAAgGi-90>

What Did You Learn from the Rabbit?



# What Did You Learn from the Rabbit

- Prepare yourself before the conversation
- Keep it simple
- Use Positive language
- Think from the listener's perspective
- Avoid judgments
- Stick to the facts



# 4 Aspects of Communication

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- Verbal
- What you say



# 4 Aspects of Communication

- Verbal
- Paraverbal
- What you say
- How you say it

# 4 Aspects of Communication

- Verbal
- Paraverbal
- Body Language
- What you say
- How you say it
- The way you use your body to relay messages

# 4 Aspects of Communication

- Verbal
  - Paraverbal
  - Body Language
  - Personal Space
- What you say
  - How you say it
  - The way you use your body to relay messages
  - What your use of space says to others

# Recognizing Characteristics of Others

Difficulty Working With



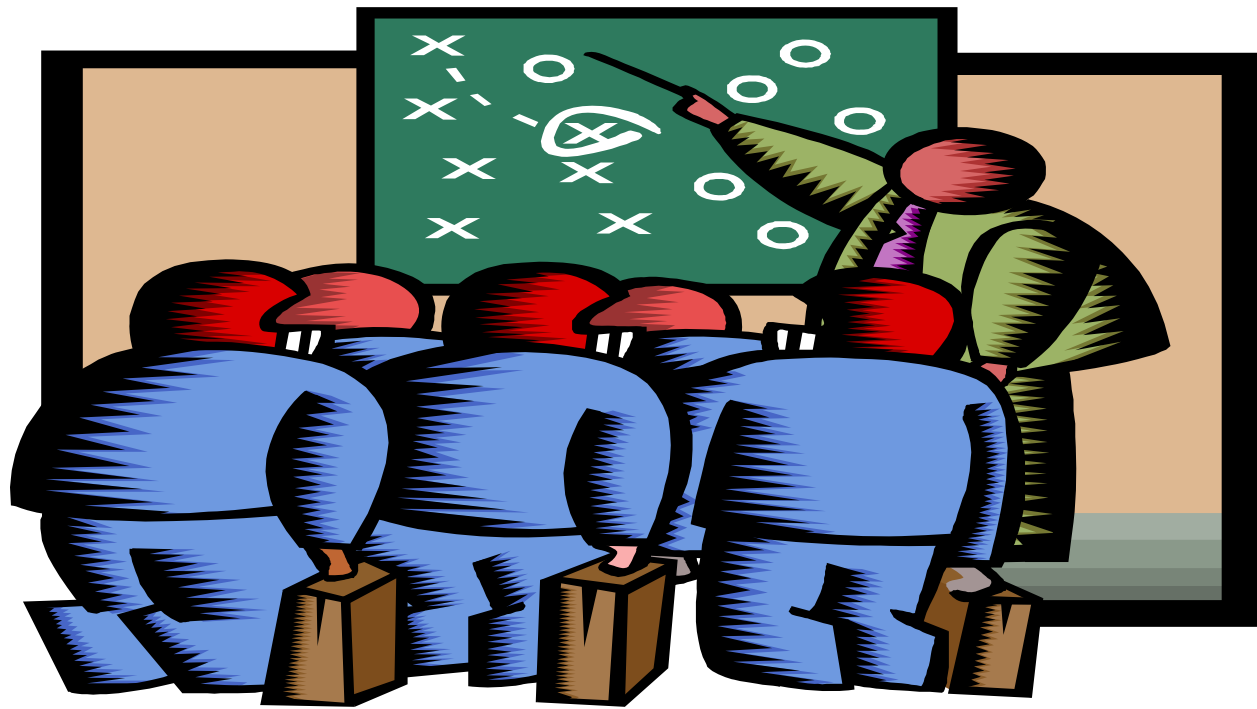
Easy to Work With



**Handout - Page 1**

# Action Plan

## Complete Questions 1, 2, 4



**Handout – Page 10**

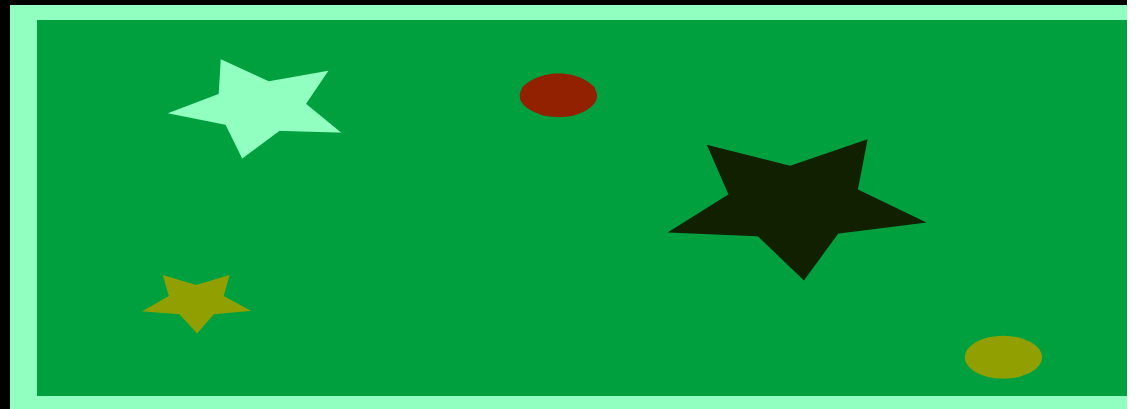
# Self Assessment



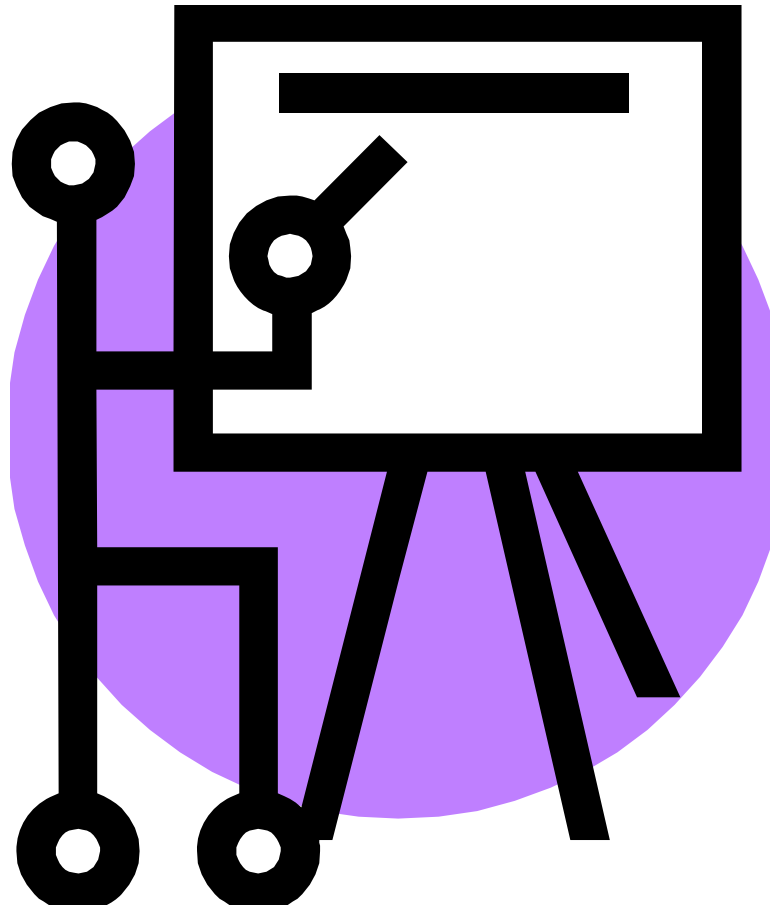
**Handout - Pages 2-5**

# Communication Styles Video

Handout – Page 6



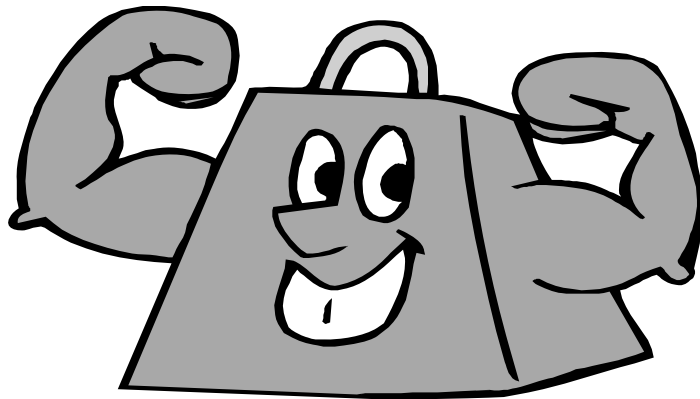
# Communication Style Review





# Communication Analysis

Strengths



Potential Challenges



**Handout - Pages 7-8**

# Self Assessment **Evaluation**



**DI - DIRECTIVE**

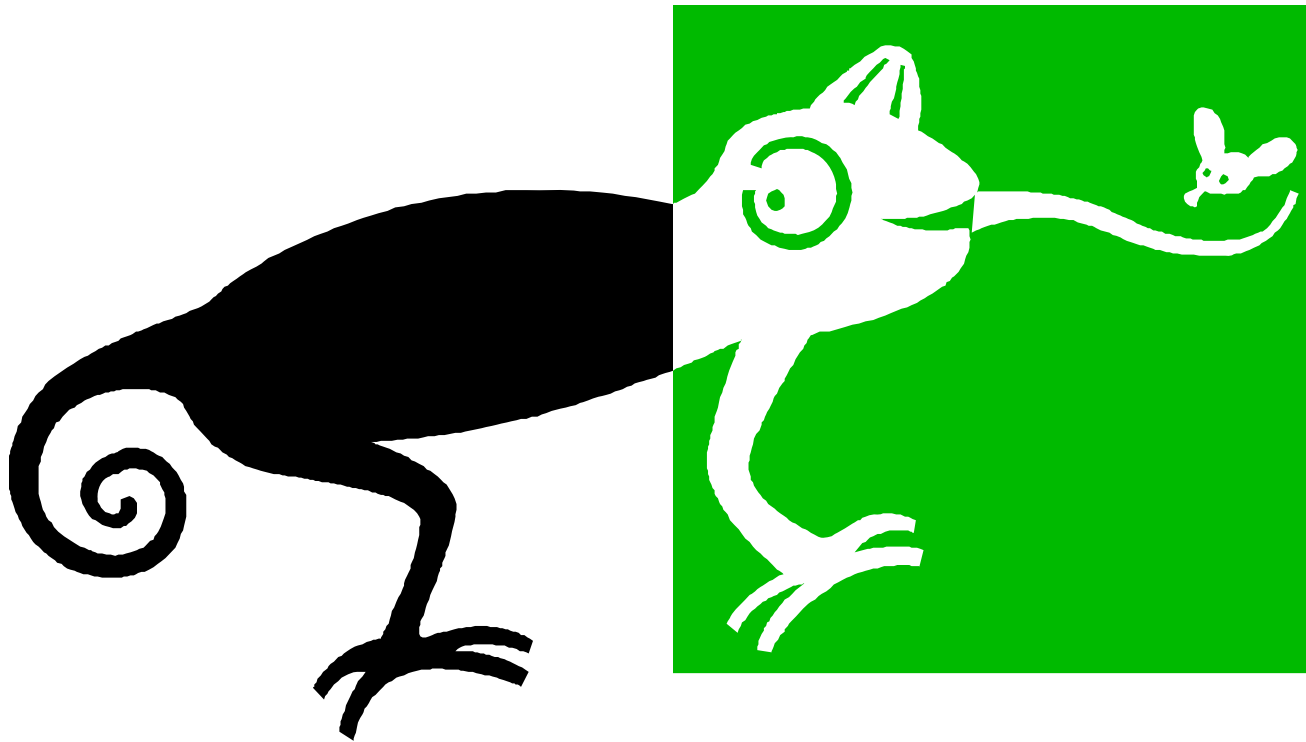
**SP- SPIRITED  
(EMOTIVE)**

**CO- CONSIDERATE  
(SUPPORTIVE)**

**SY – SYSTEMATIC  
(REFLECTIVE)**

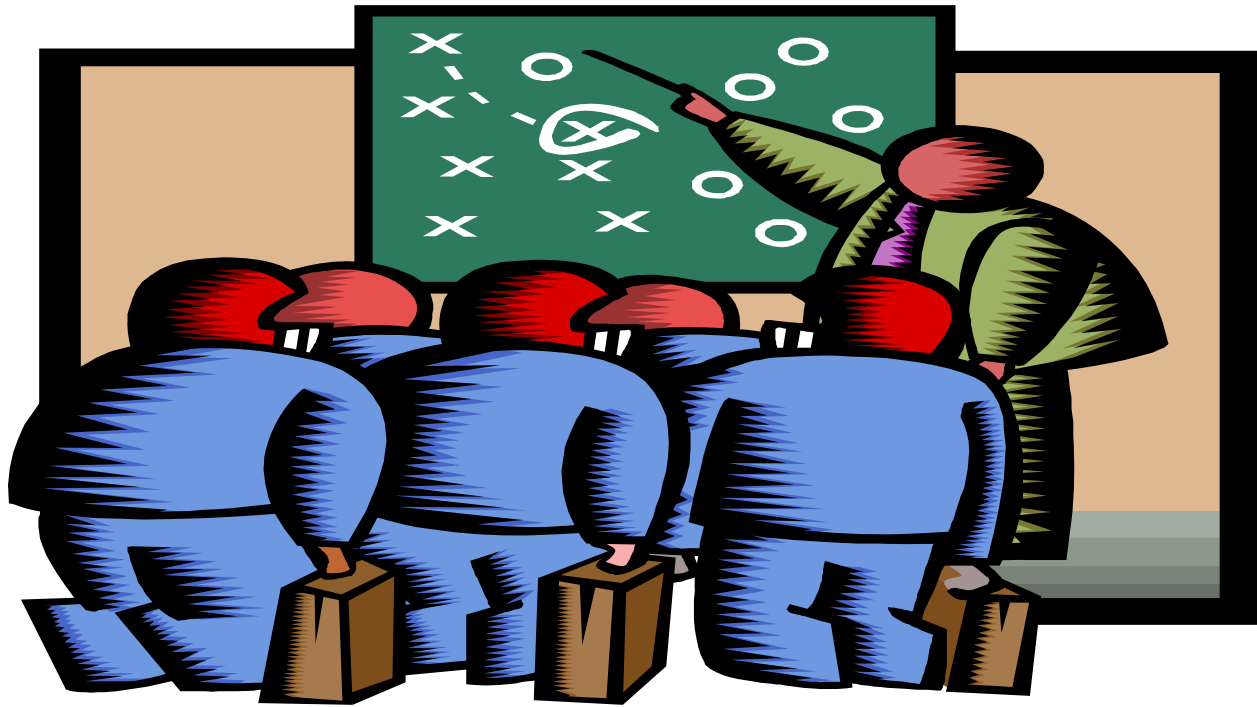
**Handout - Pages 2-5 and 9**

# FlexABLE



# Action Plan

## Complete Questions 3, 5, 6



**Handout – Page 10**



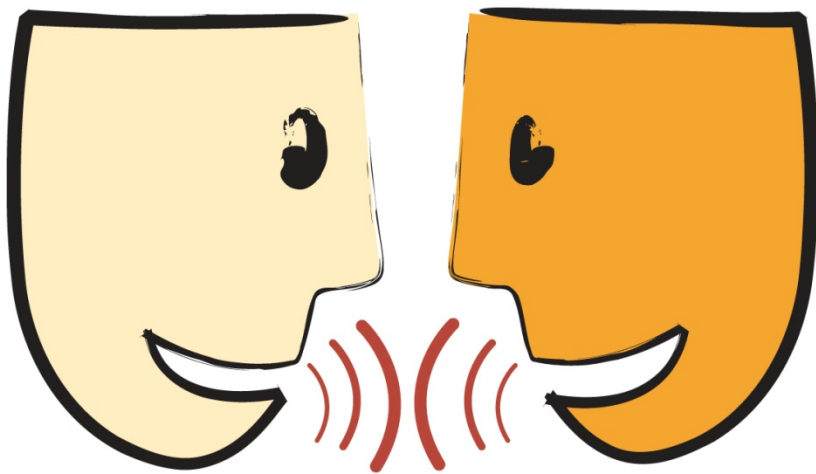


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**THANK YOU!**  
Communicate  
This!

Facilitator: Vestina F Crayton  
May 23, 2017