

MODULE 2:

MASTERING COMMUNICATION SKILLS





What is the purpose of communication?

We communicate for many reasons, but the main ones are to influence, motivate, express feelings, and inform.

This is why it is so important to learn someone else's "communication language" and to operate by keeping that "Platinum Rule" always in the forefront of our minds.

Communicating with a D

- Be brief, direct, and to the point. Then leave.
- Ask “What” not “How” questions.
- Focus on results.
- Don’t ramble.
- Discuss a problem and its effect on outcomes.



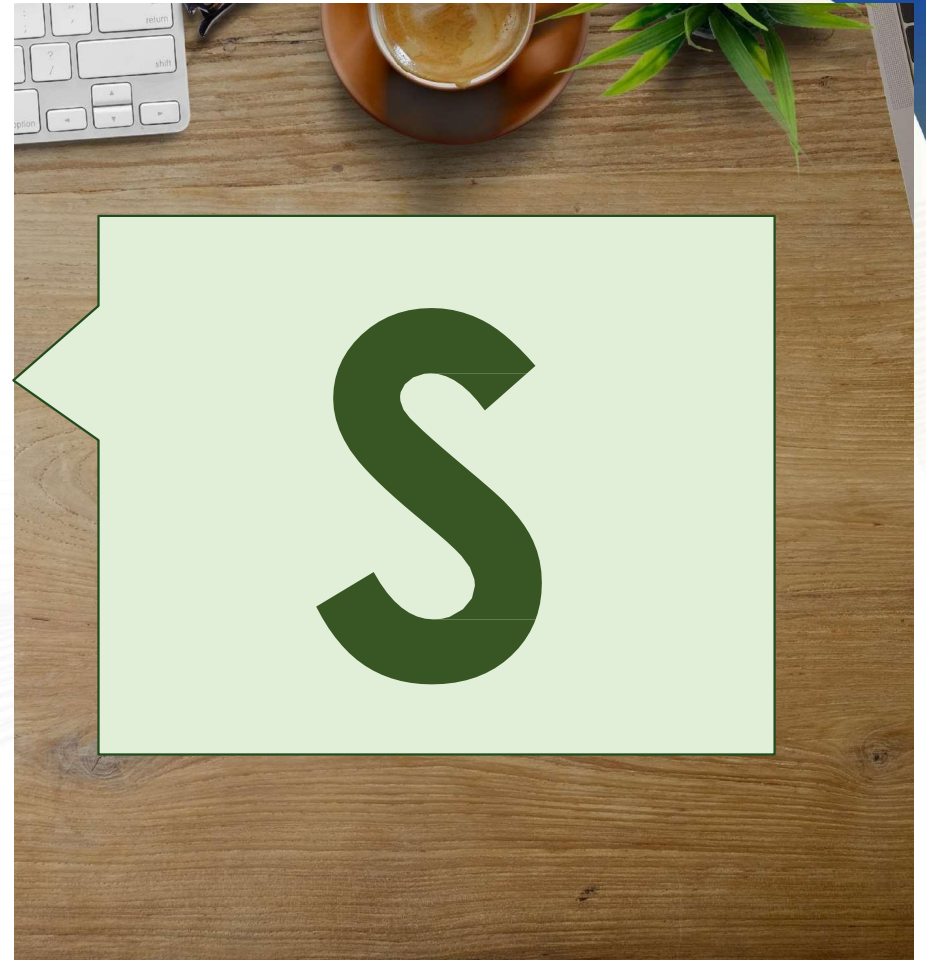
Communicating with an I

- Don't do all the talking.
- Don't ignore their ideas.
- Allow time for socializing.
- Follow up with the details in writing.
- Four short 10-minute discussions are better than one 40-minute discussion.



Communicating with an S

- Create a friendly tone for the discussion.
- Show interest in them as a person.
- Don't be overly aggressive.
- Minimize the potential for confrontation.
- Give definition to the goal and everyone's role.
- Give them time to adjust to any changes.



Communicating with a C

- Provide all the details.
- Use validated facts.
- Be precise in your explanation.
- Be very specific.
- Be patient, answer all their questions, and follow up to provide them with the additional data they request.





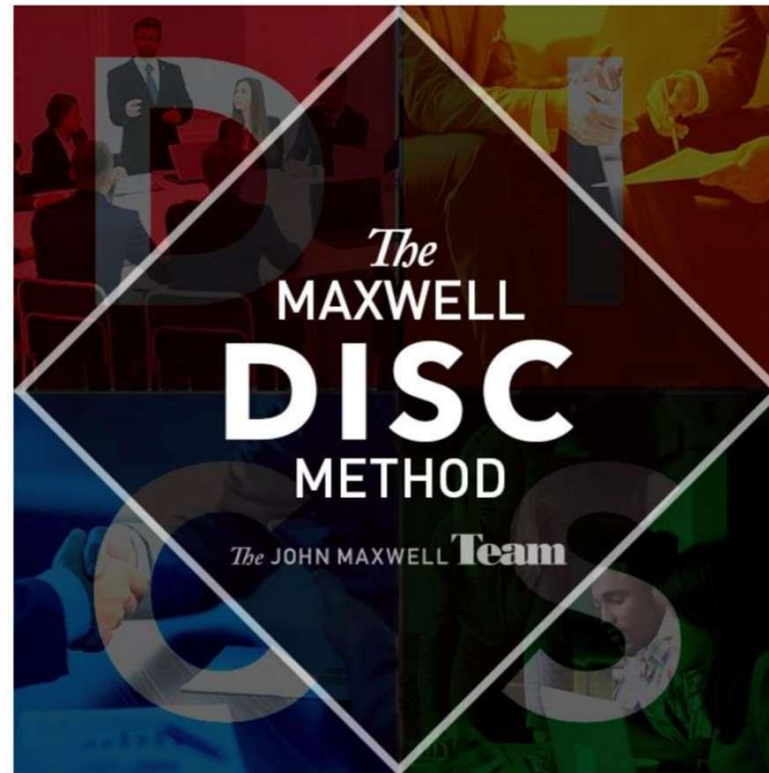
Building Effective Relationships

When communicating with Sally, a Precisionist, DO:

- Create a favorable environment that is personable and agreeable
- Express a genuine interest in them as a person
- Provide them with clarification for tasks and answers to “how” questions
- Present ideas in a non-threatening manner; be patient with timelines, as they are thorough and conscientious
- Clearly define goals, procedures, and their role in the overall plan
- Explain any changes to them in advance, and give them time to adjust

When communicating with Sally, a Precisionist, DO NOT:

- Be pushy, overly aggressive, or demanding
- Be too confrontational or critical of their actions
- Make sweeping or sudden changes
- Expect them to make decisions without all of the facts



Sally Sample

Style: Precisionist CS

Maxwell DISC Personality Indicator

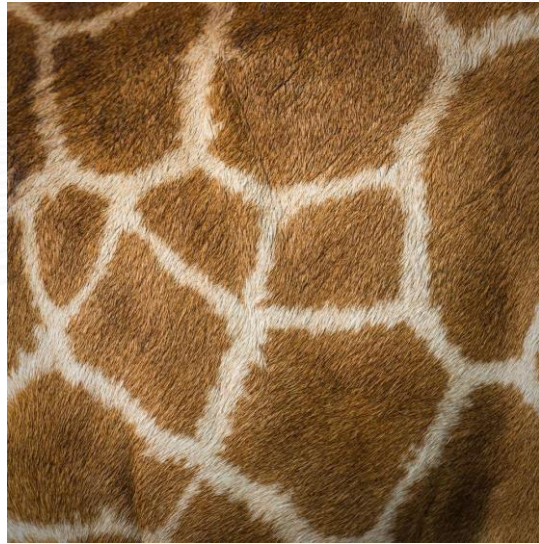
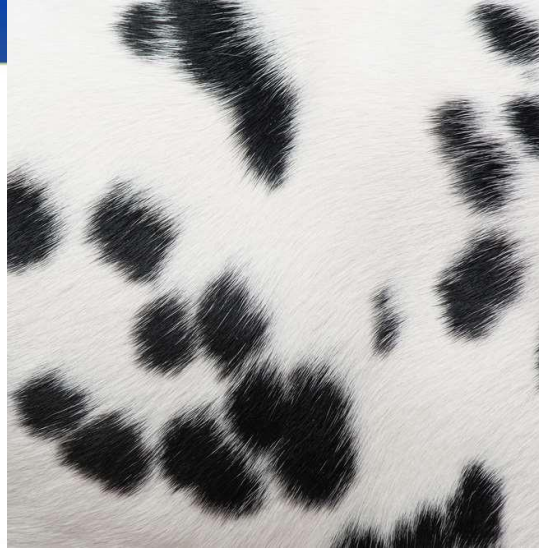
Saturday, September 22, 2018



YOUR STYLE



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37		53		17	5	46	34	18
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41			21	25	10	2	70	
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64		88	40	68	23	43	47	51
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28	4	12	16	59		15		35
84	72	8	52	19	7	83		27





D **I**
C **S**



Your Name

- My Maxwell DISC Indicator is _____.
- Add three or four bullet points about yourself.
- If appropriate, enter your website and/or contact info.
- **RIGHT CLICK** on the photo to add your photo (choose “Change Picture”).





What is the one thing you have learned, or will do differently, as a result of what we have covered today?

The
MAXWELL
DISC
METHOD
PERSONALITY
INDICATORS

It has been said that the biggest gap is the gap between knowing and doing.