

Communication

It is, essentially, impossible to not communicate. In today's society we have unlimited contact with other individuals. Means of communication that are available to us are e-mail, social websites, skype, cell phones, and face to face contact. With regard to face to face contact, there are many different types of communication, including verbal and nonverbal communication. Verbal communication is just as it seems... verbal; Speaking, words, language. Nonverbal communication has to do with body language, posture, facial expressions, and eye contact.

It is important, when trying to interact with another to acknowledge what the "type" of communication style he or she has. Are they a controller, collaborator, analyzer, or socializer?

- **Controllers:** take the reins and want power or control over themselves and others as well as the situation. Controllers are only focused on the end objective. They tend to be loud and show little or no emotion.
- **Collaborators:** are laid back individuals that like working with others. They value relationships and they like working toward agreement within the group. Collaborators have a positive attitude, are inquisitive, and have a highly expressive tone of voice.
- **Analyzers:** are logical individuals who work best solitary. They take their time making decisions and they are extremely detail oriented. Analyzers are careful individuals who speak in a monotone voice. They often have limited eye contact and show limited facial expressions.

- **Socializers:** are friendly, extroverted individuals. They enjoy being in the company of others and are energized by them. Socializers are expressive in every way. They are very aggressive, opinionated and outspoken.

To engage in positive communication with each type of communicator one must do the following:

- **Controllers:** Don't beat around the bush. Give the controllers straight forward answers and inform them, what's in it for them. Display confidence and ask them questions in an up-front, clear-cut manner.
- **Collaborators:** Be patient when listening and show an interest in them. Pay attention to them and when asking them to do something, provide them with a pleasant feeling about what they are to do.
- **Analyzers:** Present analyzers with specific information and facts. Stay away from small talk, and stay consistent.
- **Socializers:** Be optimistic, cheerful, and positive and express an interest in what they have to say. Connect their personal experiences to the message that you are trying to give.

To be a good communicator one must also identify their own communication style and be able to be flexible when dealing with others. To evaluate whether or not you are a good communicator, answer the following questions:

Are you a good listener? Are you open to change? Are you willing to learn new

things? Are you proactive? Lastly, are you respectful and sensitive to others differences?

A benefit to being a good communicator is one's ability to build rapport is enriched. Rapport is a friendly relationship or emotional bond that one has with another based on mutual liking and trust. Rapport is important because it can help strong relationships develop. Some key techniques for building rapport overlap with techniques that foster good communication. A few tips include:

- Mirroring
- Demonstrate genuineness
- Draw attention to the strengths of others, no matter how small
- Make use of interpersonal skills effectively
- Be engaging and flexible

Hanke, Stacey (2009). Communication styles: what is your impact on others? In *Journal for Professional Development* (Professional Safety). Retrieved from <http://web.ebscohost.com/ehost/pdfviewer/pdfviewer?vid=5&hid=13&sid=1fa0df-f3-c8b5-450f-8f44-f422fc324d33%40sessionmgr4>