

LCLD Pathfinder Program Communication Styles Workshop

Pathfinder Second Meeting
Chicago, IL
October 16-17, 2015



Pairs Exercise

“Should/Could” dialog



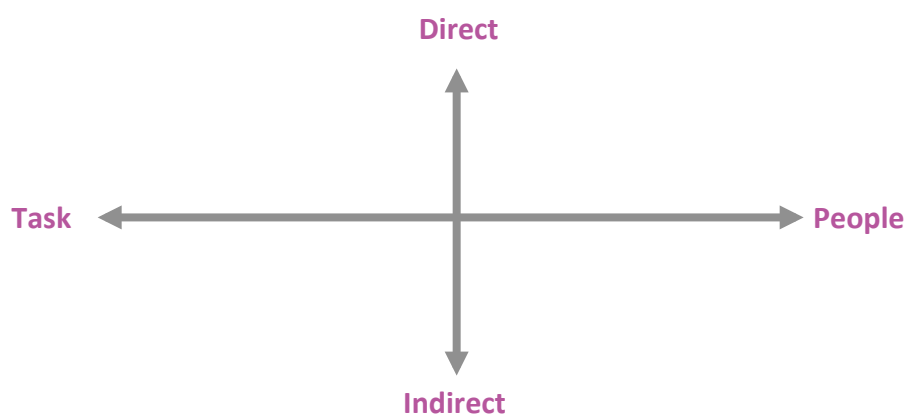
Pairs Exercise Debrief

- What did “should” look like
- What did “could” look like?

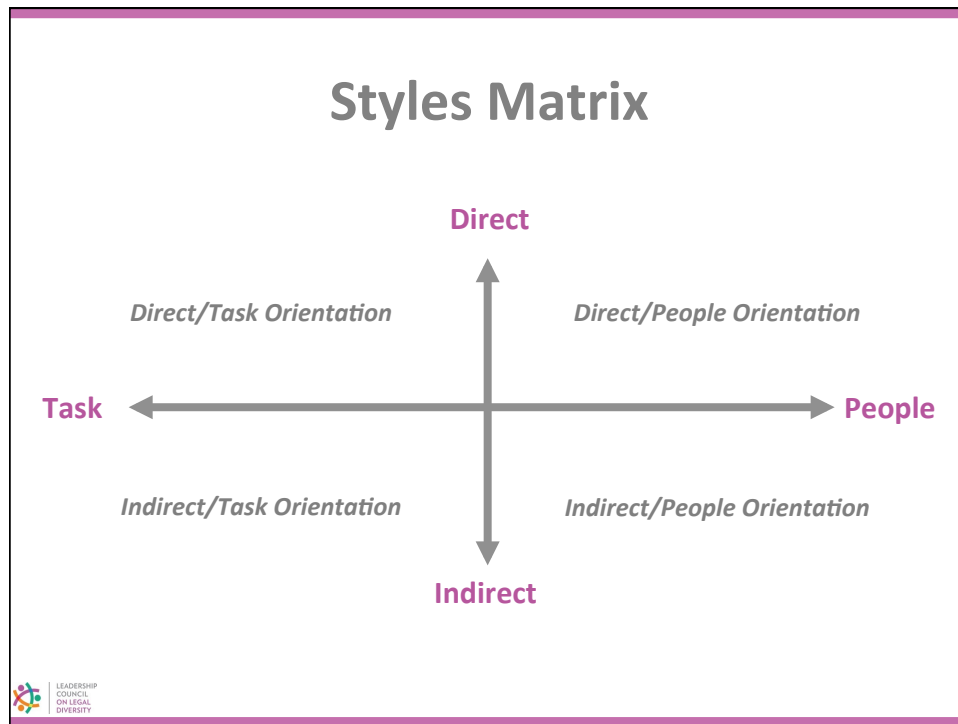


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Styles Matrix



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Direct/Task Orientation

Strengths

- Fast paced
- Action focus
- Fast decisions
- Takes responsibility
- Likes to Lead

Weakness

- Impatient/poor listener
- Lone ranger
- May be judgmental
- Likes control
- Bottom line orientation

Direct/People Orientation

Strengths

- Fun and energetic
- Communicates easily
- Motivates others
- Social and flexible
- Intuitive

Weakness

- Weak follow through
- Over promises/under delivers
- Prefers talking to listening
- May dominate meetings
- Does not manage time well



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Indirect/People Orientation

Strengths

- Inclusive
- Good listener
- “Champion” of others
- Open and honest
- Encourages others

Weakness

- Private, hard to get to know
- Tolerates people problems
- Dislikes risk
- Likes routine
- Sensitive to criticism



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Indirect/Task Orientation

Strengths

- Confident if facts are available
- Very thorough
- Fair and unbiased
- Takes calculated risks
- Very good on follow up

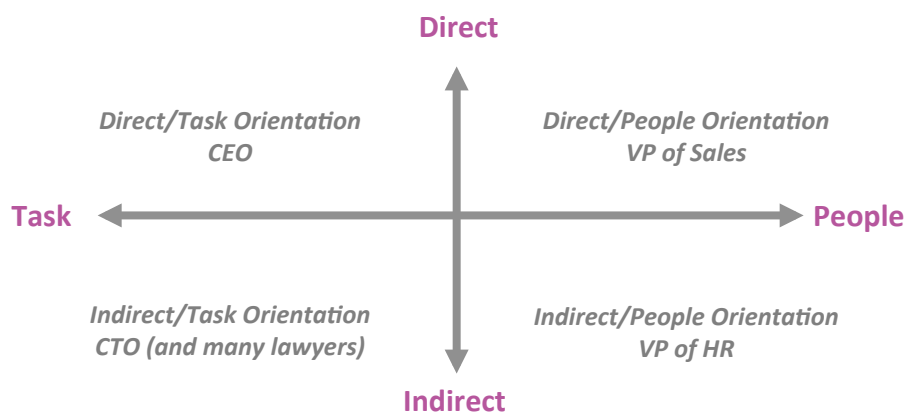
Weakness

- Pursues perfection
- Fear of mistakes leads to time consuming tasks
- Hard to make decisions
- Tends to be critical
- Slow to embrace change



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Styles Matrix Archetypes



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Communication Styles Preferences

Communication Styles are a **PREFERRED** manner of communicating. Most people easily communicate with two or more styles.



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Learning to Flex

- Effective leaders are able to flex their communication style to reach others in whatever communication style is likely to **MAXIMIZE** the effectiveness of their communication.
- It is very stressful to be forced to flex your style to another's. It is much easier to **CHOOSE** to flex your style to another's.



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Group Exercise – 9 Words 9 Ways

I never said I thought your idea was stupid.



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Group Exercise – 9 Words 9 Ways

I **NEVER** said I thought your idea was stupid.



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Group Exercise – 9 Words 9 Ways

I never **SAID** I thought your idea was stupid.



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Group Exercise – 9 Words 9 Ways

I never said **I** thought your idea was stupid.



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Group Exercise – 9 Words 9 Ways

I never said I **THOUGHT** your idea was stupid.



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Group Exercise – 9 Words 9 Ways

I never said I thought **YOUR** idea was stupid.



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Group Exercise – 9 Words 9 Ways

I never said I thought your **IDEA** was stupid.



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Group Exercise – 9 Words 9 Ways

I never said I thought your idea **WAS** stupid.



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Group Exercise – 9 Words 9 Ways

I never said I thought your idea was **STUPID**.



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9 Words 9 Ways Debrief



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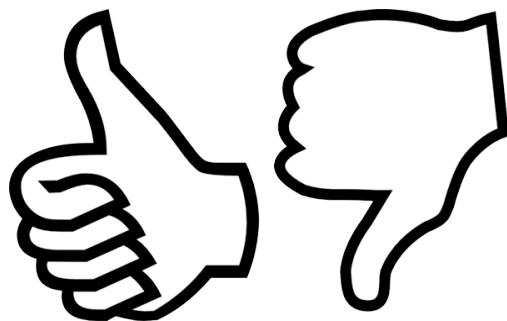
Virtual Communication



In Person Communication



Advantages & Disadvantages



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Individual Exercise

- I.D. 3 people at work and identify their communication preferences
- I.D. your study group members and identify their communication preferences



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