

EFFECTIVE COMMUNICATION

*During times of change, potential conflicts, and even everyday situations...
take a few minutes to prepare what you'll say and how you'll say it.*

PART I. When considering outcomes of the upcoming conversation, answer the following:

1. What do I really want to see happen?

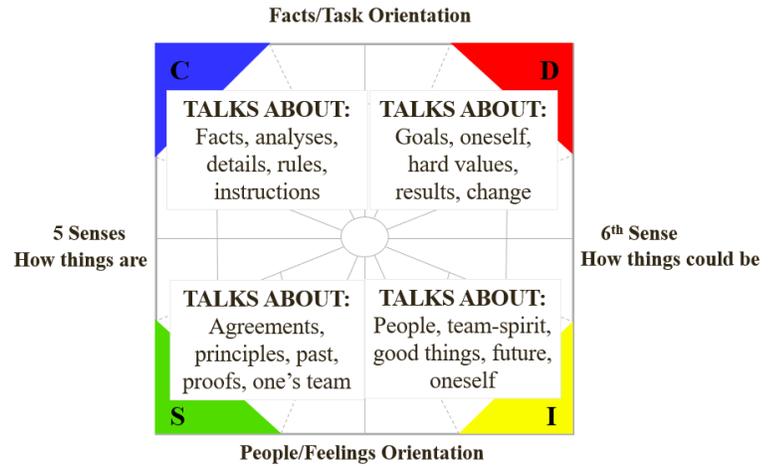
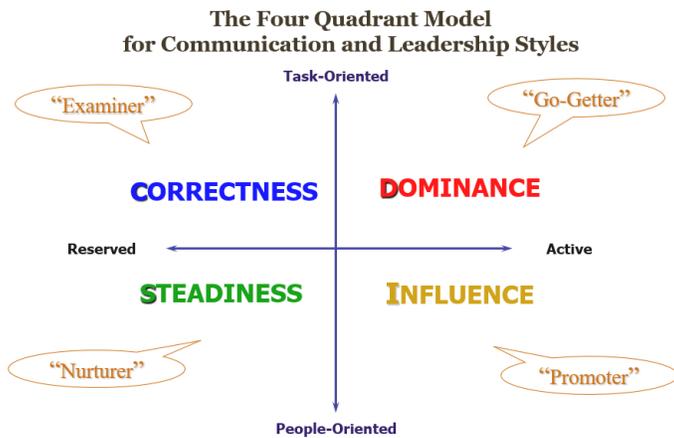
2. How do I want them to FEEL?

3. What do I want them to KNOW?

4. What do I want them to DO?

PART II. Identify Styles

They tend to be more _____ and _____, so their primary style is likely _____.



PART III. Adjust Your Style to Theirs for Better Understanding:

Main points to make:

Adjusted message to suit their primary style: